OKI

1 Troubleshooting

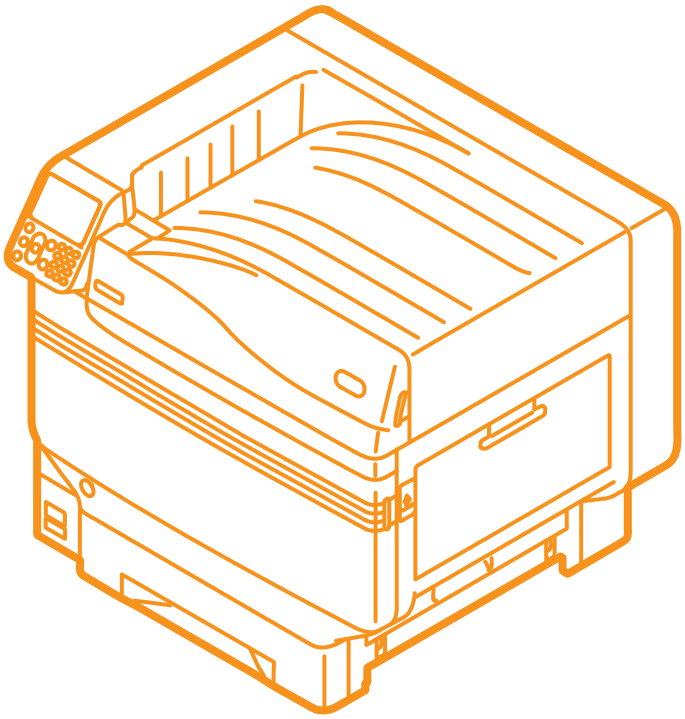
2 Maintenance

Index

User's Manual

Troubleshooting/Daily Maintenance Manual

Read for any points that are not understood, or for maintenance



C911dn
C931dn
C941dn
ES9411dn
ES9431dn
ES9541dn

○Store this manual carefully close to hand so it can be viewed at any time.

Manual Configuration

The following user manuals are enclosed with the product.

The e-manual is stored as software on DVD-ROM.

1 Step Read this first

• Pamphlet

Opening the box and installing the printer

Easy Guide (Set-up Guide)

This guide uses illustrations to explain the methods from opening the box to installation. For the advanced setup guide, see the "Basic".

• Pamphlet
• E-format

Preparing the printer to print

Basic

This guide describes the precautions for safe use of the device. Make sure to read before use. Further, basic uses from the device installation methods to initial printing are also explained. The device functions are described in the appendix.

- Checking the product
- Parts nomenclature and functions
- Using the device to its fullest
- Installing the device
- Turning ON and OFF the power supply
- Test printing using the printer only
- Connecting to a PC
- Paper
- Printing
- Paper ejection
- Setting Power Save mode
- Setting auto power OFF
- Checking the print quantity, consumables, remaining maintenance unit quantity, and remaining service life
- Cancelling a print job
- Adding printers using LPD protocols (TCP/IP)
- Table of control panel menu items
- Basic Windows procedures
- Printer specifications

2 Step Read these guides as necessary

• E-format

Try using various functions

Advanced

This guide explains the various paper print methods and how to use useful functions. Read to optimize the printing environment or to adjust the color, etc., using the enclosed utility software.
Further, this guide also explains the items that can be set from the control panel, and the network settings.

- Useful print functions
- Adjusting the color
- Using utility software
- Network settings
- Checking and changing printer settings using the control panel

• Pamphlet
• E-format

Read for any points that are not understood, or for maintenance

Troubleshooting/Daily Maintenance Manual (This manual)

This manual explains the procedures for paper and paper jams, and troubleshooting method if an error message is displayed. This manual also explains daily maintenance such as now to replace consumables and maintenance units, and cleaning, etc.

- Troubleshooting
- Maintenance
- Consumables, maintenance products, options, color management server, etc.

• Pamphlet
• E-format

Using C941/ES9541dn

Separate Volume Spot Color Guide

This guide explains how to set up the Spot Color kit and check the printer drivers, and how to print using Spot Color. Make sure to read before use.

- Setting the Spot Color kit
- Control panel explanation
- Checking the printer drivers
- Table of printer driver functions
- Printing on color paper
- Printing on transparent film
- Specifying and printing Spot Color toner using the applications
- Fine-tuning white
- Switching Spot Color kits

Reading the Manual

Symbols

Note

- These are cautions and restrictions for the correct operation of the printer. Make sure to read to avoid misoperation.

Memo

- Knowledge of the information before using the printer is useful and can act as a reference. Reading is recommended.

Reference

- These are the reference pages. Read to learn detailed information and relevant information.

⚠ DANGER

- Mishandling due to ignoring this display may cause death or serious injury.

⚠ WARNING

- Mishandling due to ignoring this display may cause death or serious injury.

⚠ CAUTION

- Mishandling due to ignoring this display may cause personal injury.

Keys, Buttons, and Symbols

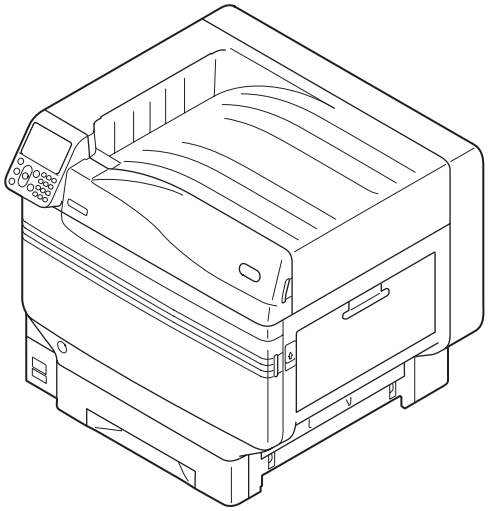
This chapter described the following keys, buttons, and symbols.

Inscription	Description
[ ] button/key	● The control panel buttons and 10-key pad are described below. E.g.: OK → [OK] button ↩ → [BACK] button ✱ → [Fn] key C → [CLEAR] key ● Indicates your PC keyboard.
[ ]	● Describes the menu name on the liquid crystal panel. ● Describes the PC menus, windows, and dialog box names.
" "	● Describes the messages and input text displayed in the liquid crystal panel. ● Describes the file and screen names on the PC. ● Describes the reference title.
>	Describes the menu level of the printer or PC.

Illustrations

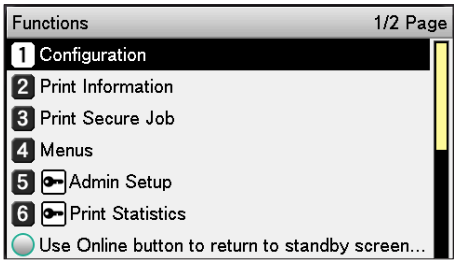
The printer illustrations used herein show the C931 model unless otherwise specified.

Illustrations may differ from the actual product.



Screens

The images of the control panel and PC used herein are examples. The images may differ from actual products and screens.



Inscriptions

The following inscriptions are used in this manual.

- C911dn → C911
- C931dn → C931
- C941dn → C941
- ES9411dn → ES9411
- ES9431dn → ES9431
- ES9541dn → ES9541
- Microsoft® Windows® 7 64-bit Edition operating system → Windows 7 (64-bit Edition)
- Microsoft® Windows® 7 operating system → Windows 7
- Mac OS X10.3.9 and above → Mac OS X

The manuals enclosed with the printer use as examples Windows 7 in the case of Windows, and OS X 10.8 in the case of Mac OS X unless otherwise specified.

Depending on the OS and model used, descriptions in this manual may differ.

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1 Troubleshooting

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When a message related to paper appears 31

When a message related to replacement of consumables appears 33

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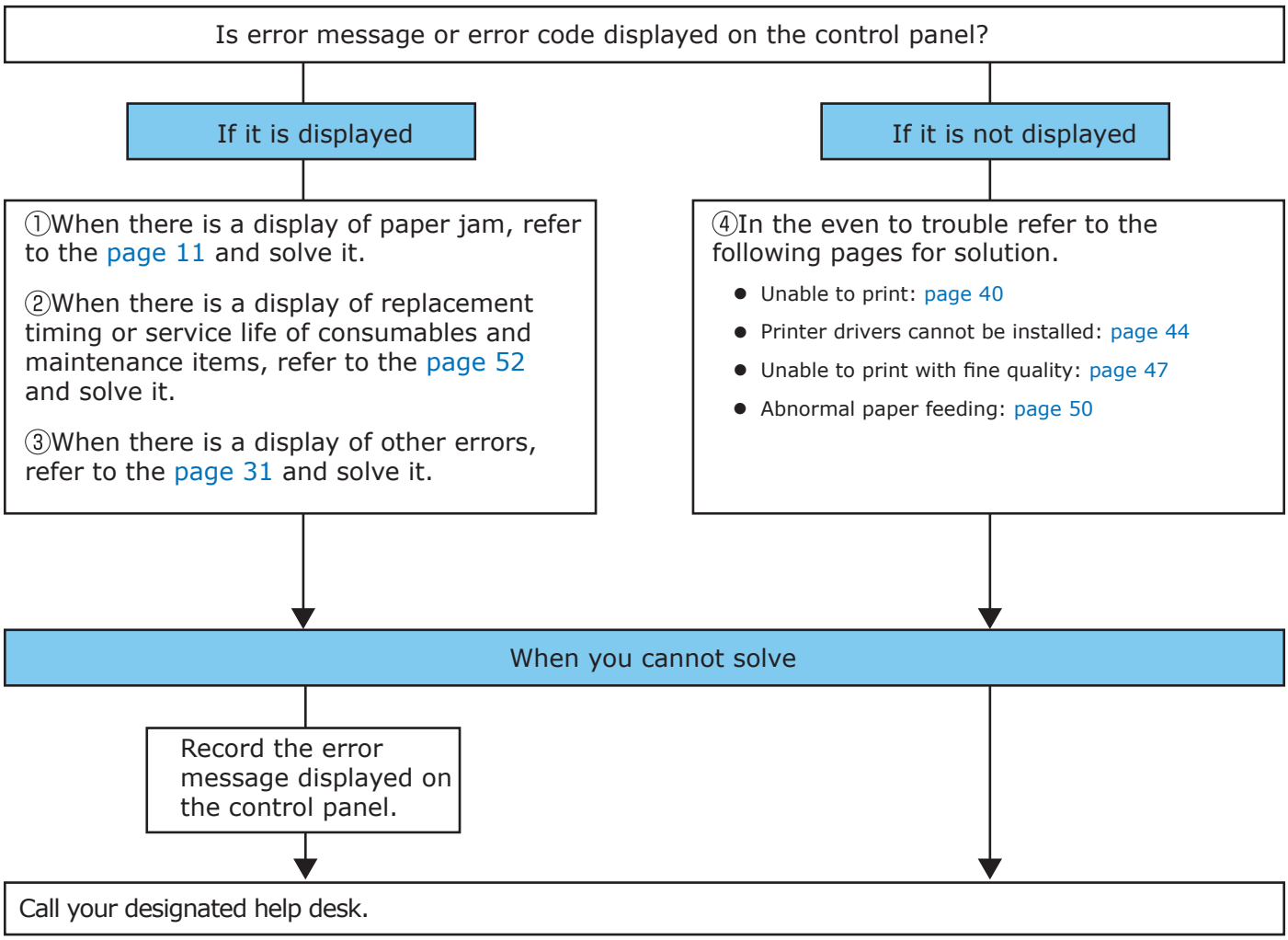
Printing Troubles 40

Troubleshooting solutions procedure

This chapter describes the procedure for solving the problems occurred while using the printer.

If you are unable to solve the problem with this procedure, contact the designated customer service center.


Is error message or error code displayed on the control panel?
If it is displayed
If it is not displayed
①When there is a display of paper jam, refer to the page 11 and solve it.
②When there is a display of replacement timing or service life of consumables and maintenance items, refer to the page 52 and solve it.
③When there is a display of other errors, refer to the page 31 and solve it.
④In the even to trouble refer to the following pages for solution.
Unable to print: page 40
Printer drivers cannot be installed: page 44
Unable to print with fine quality: page 47
Abnormal paper feeding: page 50
When you cannot solve
Record the error message displayed on the control panel.
Call your designated help desk.

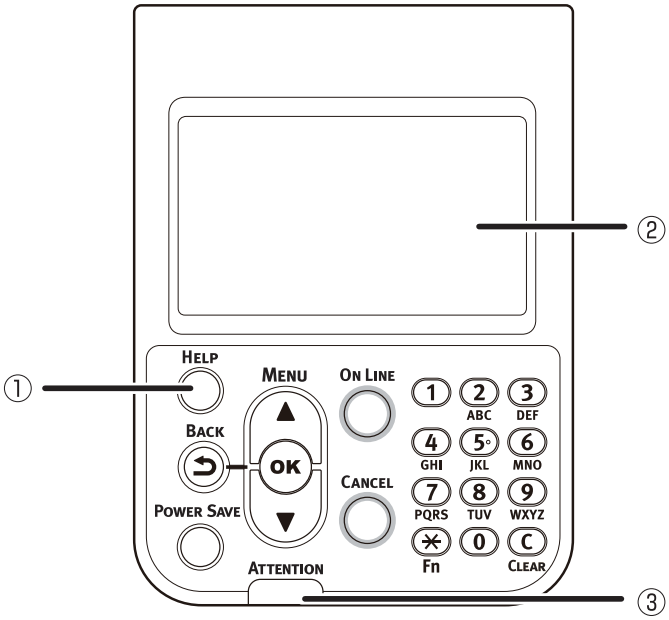
Paper jams

This section describes the procedure when a paper is jammed inside the printer, or when paper is remaining inside the printer even after removing it.

Checking messages (if a paper jam occurs)

When a paper is jammed inside the printer, or when paper is remaining inside the printer even after removing it, a message notifying paper jam will appear on the liquid crystal panel of the operation panel, and the <ATTENTION> lamp will blink.

When "Please see HELP for details" is shown in the message, pressing the [HELP] button in the operation panel will show the troubleshooting procedure, and you can easily solve the process according to the guidance. For details, refer to "Operating the Help screen"(P.13).



①	[HELP] button
②	Liquid crystal panel
③	<ATTENTION> lamp

The following table shows the messages. Check the message, and remove the jammed paper according to the procedure described in the reference.

Category	Message displayed on the liquid crystal panel	Location of paper jam	Error code displayed after pressing the [HELP] button	Reference pages
Paper jam (When a paper is jammed inside the printer)	Paper jam has occurred Open Right Side Cover Please see HELP for details	Paper jam in the vicinity of Right Side Cover	380, 390	page 14
	Paper jam has occurred Open [TRAY]* Side Cover Please see HELP for details	Paper jam in the vicinity of tray side cover	391, 392, 393, 394, 395	page 22
	Paper jam has occurred Open Left Side Cover Please see HELP for details	Paper jam in the vicinity of Left Side Cover	384	page 30
	Check Exit Unit Remove Paper Please see HELP for details	Paper jam in the output unit	381	page 15
	There is a paper jam in the vicinity of the fuser unit Remove Paper Please see HELP for details	Paper jam in the vicinity of the fuser unit	382, 383, 389	page 19
	A paper jam has occurred near the duplex unit Remove Paper Please see HELP for details	Paper jam in the vicinity of the 2-Sided Printing unit	370, 371, 373	page 23
	Check the lower side of Duplex Unit Remove Paper Please see HELP for details	Paper jam in the vicinity of the lower side of 2-Sided Printing unit	375	page 26
Message does not disappear (When the message does not disappear even after removing the jammed paper)	Paper remains in the printer Open [COVER]* Please see HELP for details	Paper jam in the vicinity of TRAY Side Cover	631, 632, 633, 634, 635	page 22
	Paper remains in the printer Open Right Side Cover Please see HELP for details	Paper jam in the vicinity of Right Side Cover	637	page 14
	There is paper remaining inside the exit unit Remove Paper Please see HELP for details	Paper jam in the output unit	638, 639	page 15
	Paper remains in the vicinity of 2-Sided Printing Unit Remove Paper Please see HELP for details	Paper jam in the vicinity of the 2-Sided Printing unit	640, 641, 642	page 23
	Check the lower side of Duplex Unit Remove Paper Please see HELP for details	Paper jam in the vicinity of the lower side of 2-Sided Printing unit	650	page 26
	Check Face Down Stacker Remove Paper Please see HELP for details	Paper jam in the vicinity of Left Side Cover	651	page 30

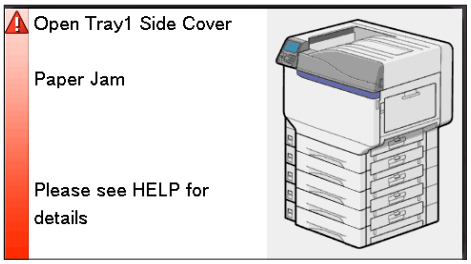
*: Either of Tray 1 to Tray 5 will appear in [TRAY]. (Tray 2 to Tray 5 will be displayed when the option of additional tray units is mounted.)
Either of Tray 1 Side Cover to Tray 5 Side Cover will appear in [COVER]. (Tray 2 Side Cover to Tray 5 Side Cover will be displayed when the option of additional tray units is mounted.)

■ Operating the Help screen

Pressing the [HELP] button in the operation panel will display the solution method. You can easily remove the paper according to the guidance.

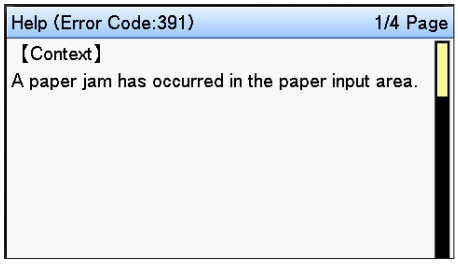
Example) Paper jam in the vicinity of Tray 1 Side Cover

The following message will appear on the liquid crystal panel, and the <ATTENTION> lamp will blink.



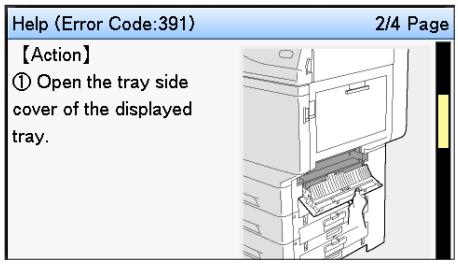
1 Press the [HELP] button.

The error code will appear and the condition of paper jam will be displayed.



2 Press the scroll button ▼.

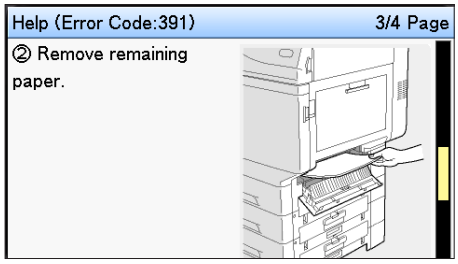
The next page will appear, and solution procedure for paper jam and corresponding animation will be displayed.



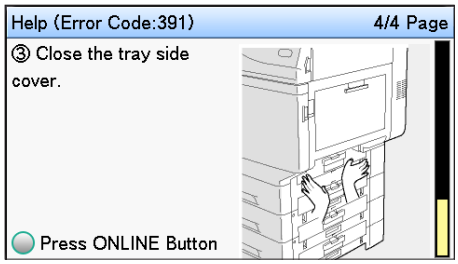
Memo

- Press the scroll button ▲ to return to the previous page.

3 Scroll the pages of the Help screen with the scroll button ▼, and remove the paper according to the solution method for paper jam displayed on the screen.



▼



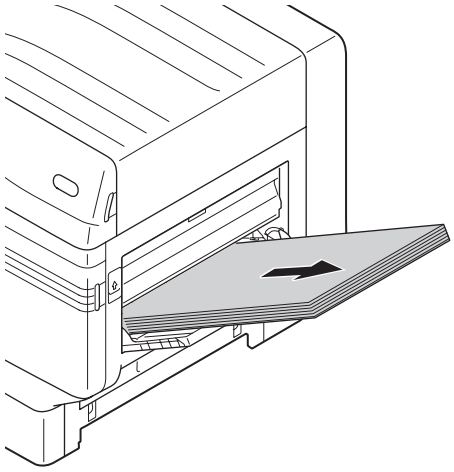
Removing the jammed paper will return the display to the Standby screen and the remaining printing will start.

Removing jammed paper

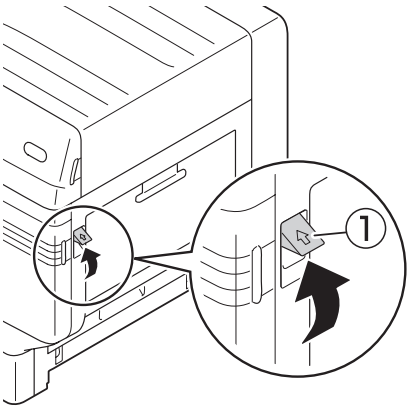
Removing paper jam in the vicinity of Right Side Cover

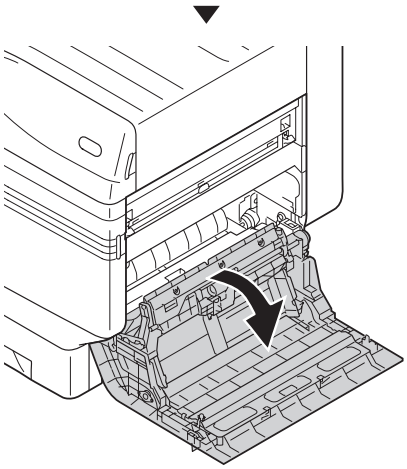
■ Error code: 380, 390, 637

1 If paper is set in the MP tray, remove it and close the tray.

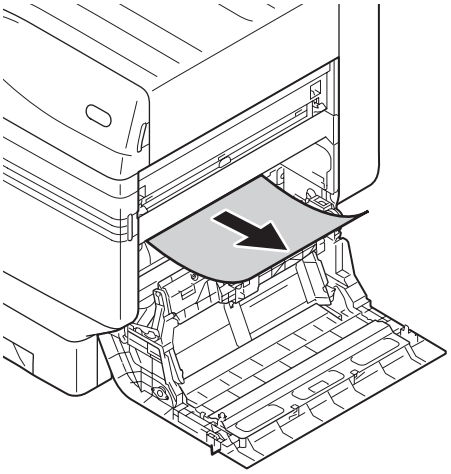


2 Lift the opening(①), and open the right side cover.

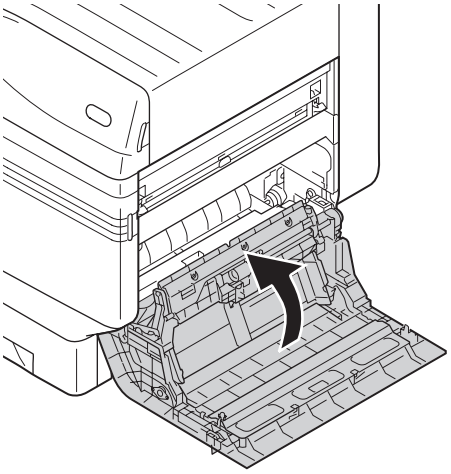




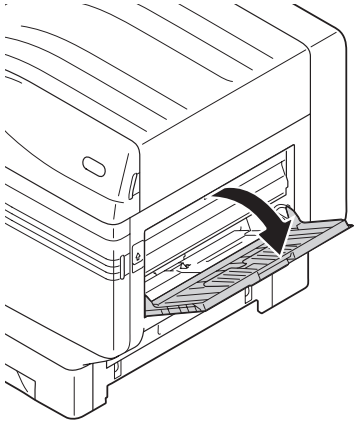
3 Slowly remove the remaining paper.



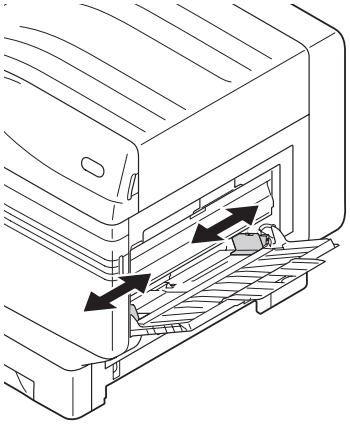
4 Close the right side cover.



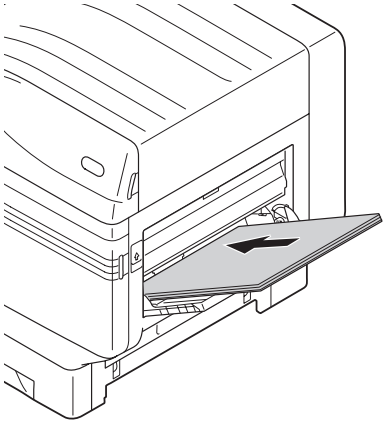
5 Open the MP tray.



6 Match the paper guide with the paper.



7 Set the print side for the removed paper to face up.

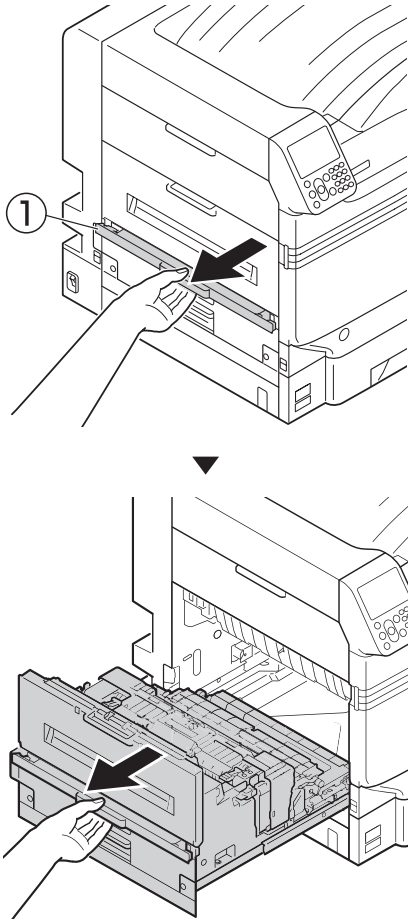


Removing paper jam in the output unit

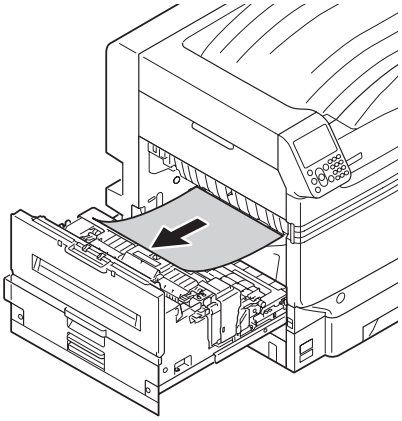
■ Error code: 381, 638, 639

⚠ CAUTION	There is a risk of burns.	
Work carefully as the temperature of fuser unit is high. Ensure to hold the handle when lifting. When it is hot, wait until it cools down before starting the work.		

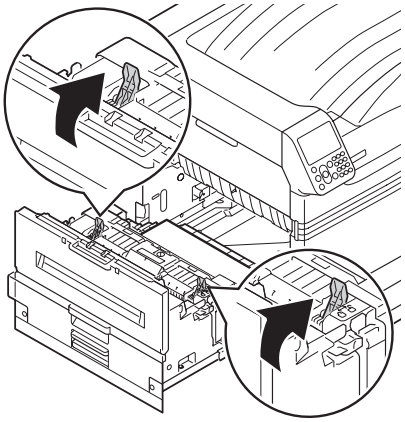
1 Lift opener (①) of the output unit, and pull out the output unit.



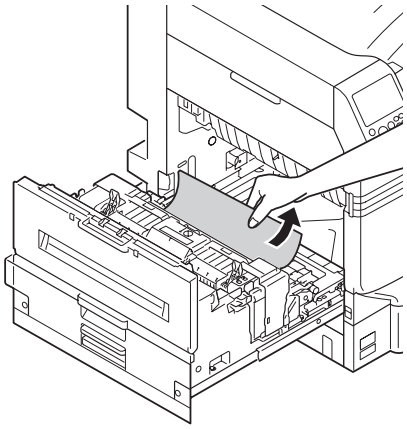
2 Check inside of the printer, and slowly remove the remaining paper.



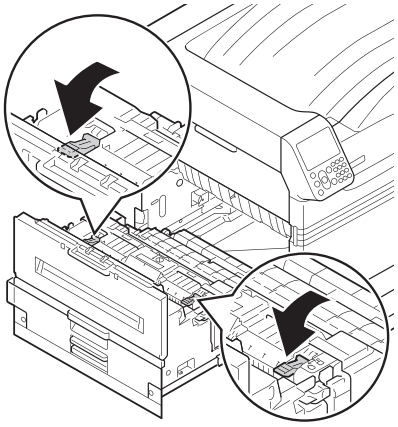
3 If there is remaining paper in the fuser unit then pull up the fuser unit's jam release lever (blue).



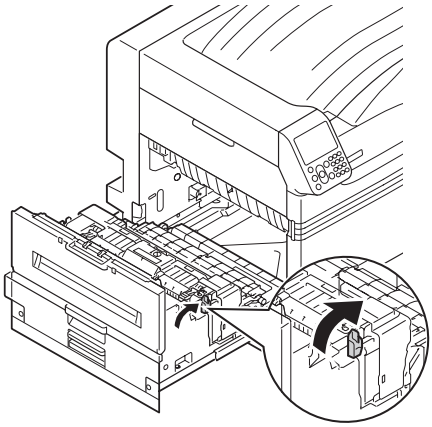
4 Ensure to slowly pull the remaining paper towards the printer body (opposite to the paper feeding direction).



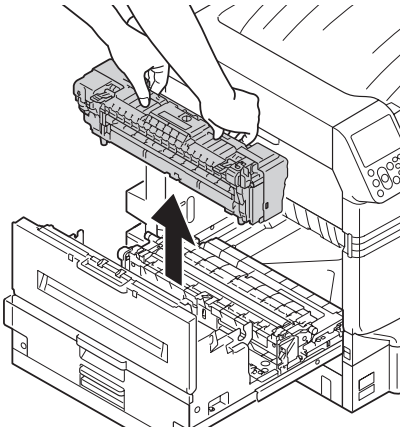
5 Push down the fuser unit's jam release lever (blue).



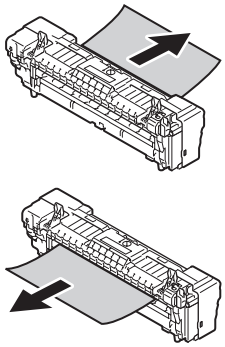
6 If there is no remaining paper in the fuser unit then pull up the fuser unit's lock lever (blue).



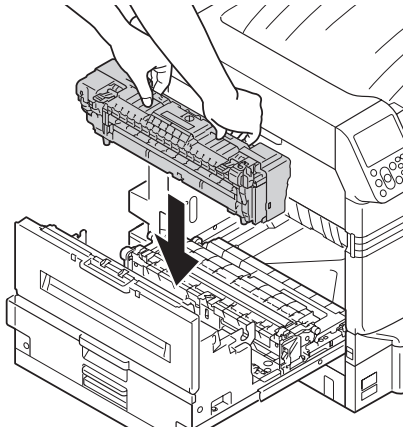
7 Hold the fuser unit handle with both hands, and remove it onto a flat surface.



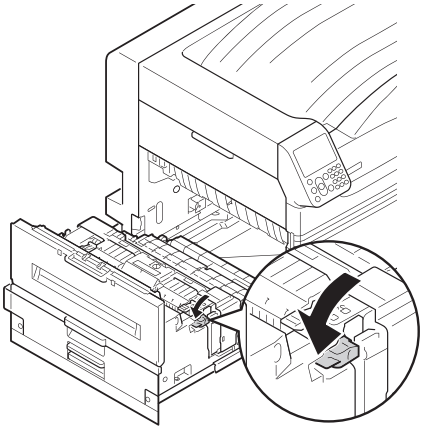
8 Remove the remaining paper.



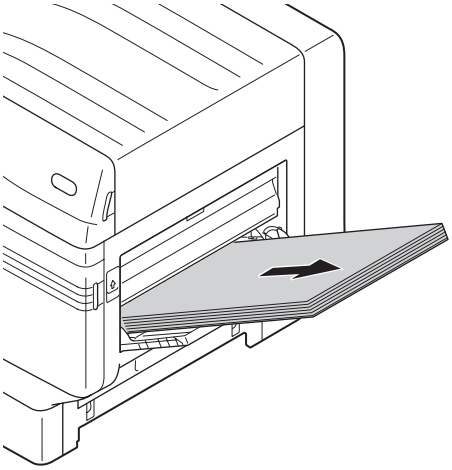
9 Hold the fuser unit handle with both hands, and set to the output unit.



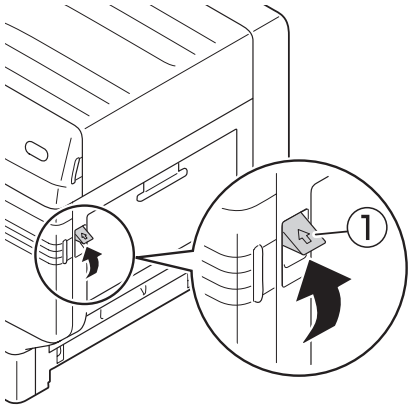
10 Push down the fuser unit's lock lever (blue).

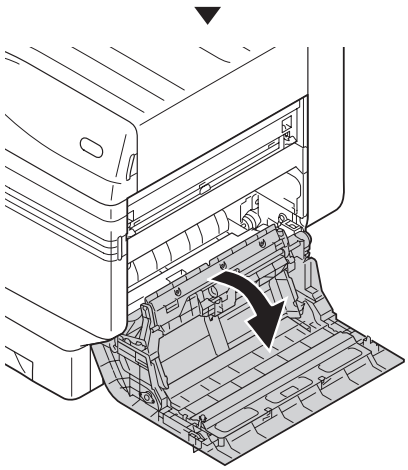


11 If paper is set in the MP tray, remove it and close the tray.

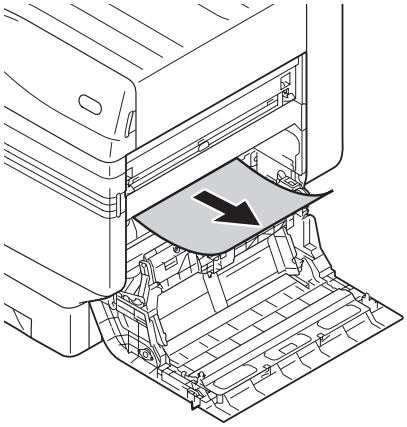


12 Lift the opening(①), and open the right side cover.

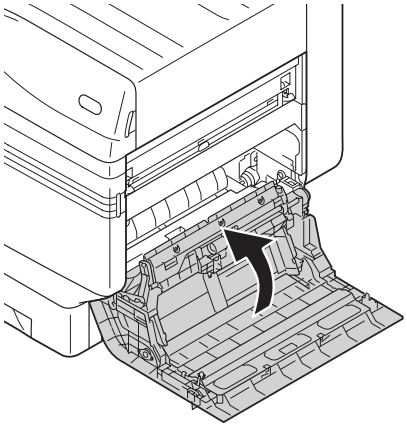




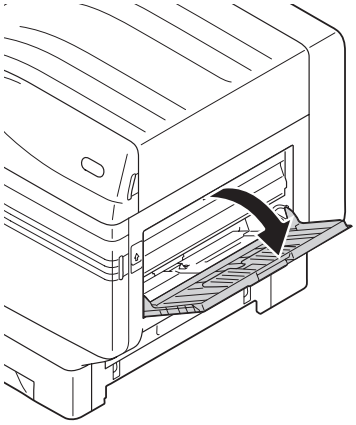
13 Slowly remove the remaining paper.



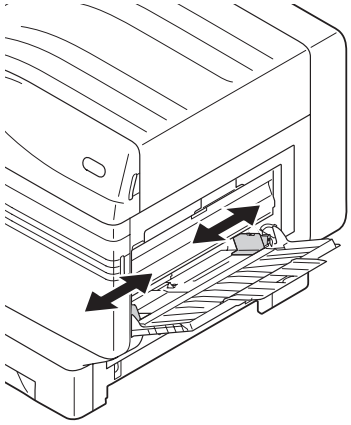
14 Close the right side cover.



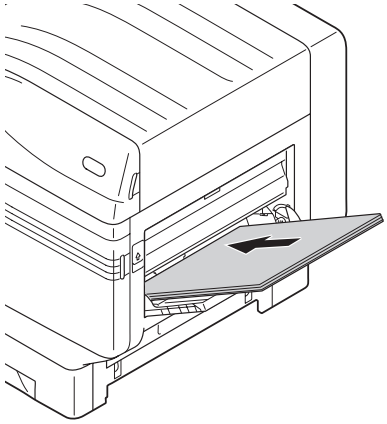
15 Open the MP tray.



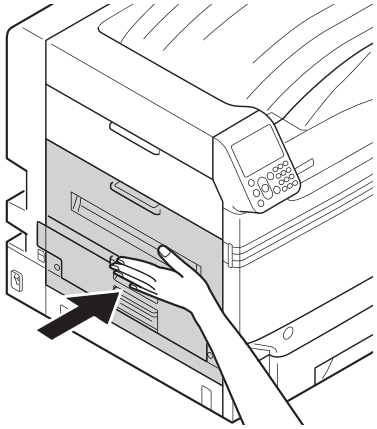
16 Match the paper guide with the paper.



17 Set the print side for the removed paper to face up.



18 Put the output unit back into the printer.



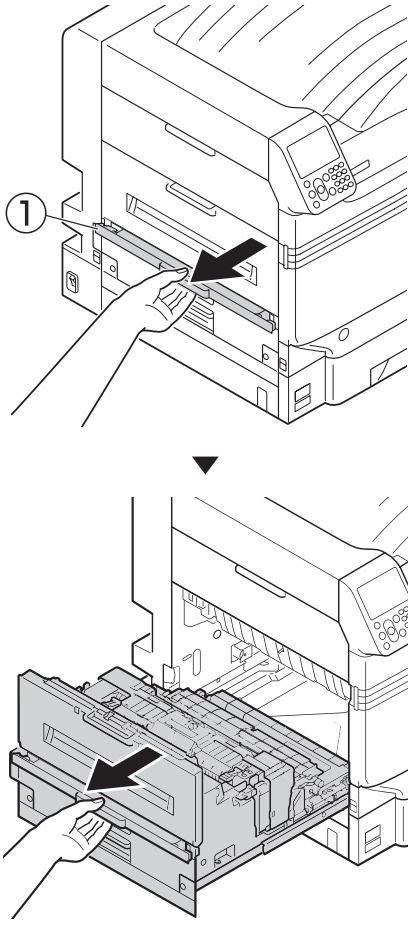
Removing paper jam in the vicinity of the output unit

■ Error code: 382, 383, 389

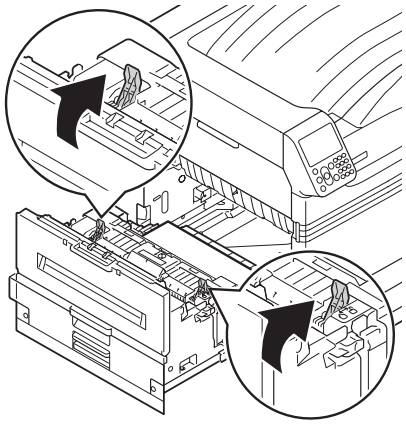
⚠ CAUTION	There is a risk of burns.	
Work carefully as temperature of fuser unit is high. Ensure to hold the handle when lifting. When it is hot, wait until it cools down before starting the work.		

1 Lift opener (①) of the output unit, and pull out the output unit.

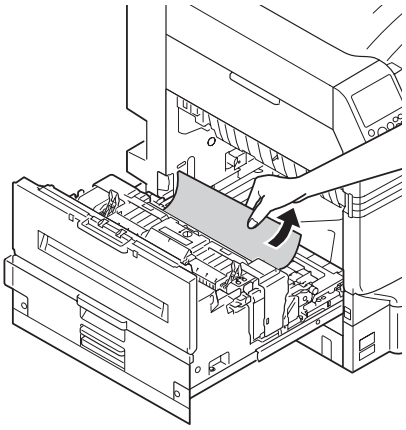
When you cannot see the jammed paper, return the output unit to the printer, and go to "Operating the Help screen"(P.13).



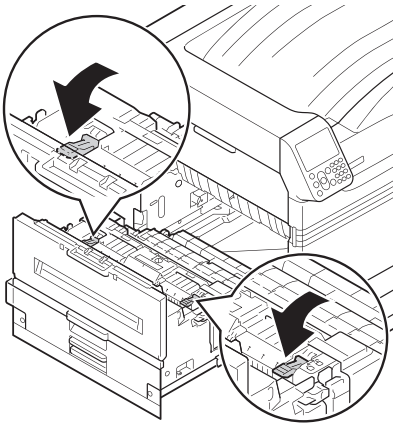
2 If there is remaining paper in the fuser unit then pull up the fuser unit's jam release lever (blue).



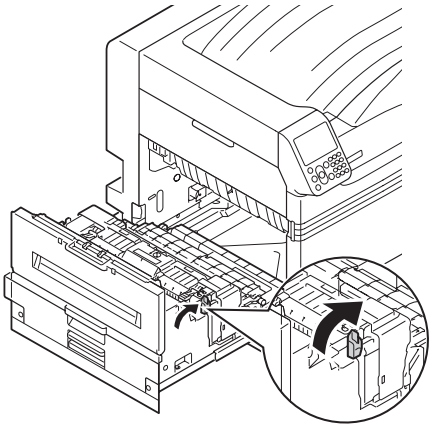
3 Ensure to slowly pull the remaining paper towards the printer body (opposite to the paper feeding direction).



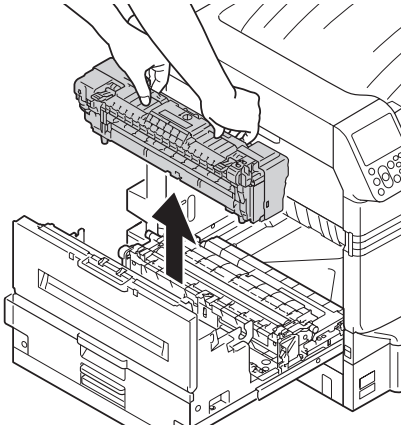
4 Push down the fuser unit's jam release lever (blue).



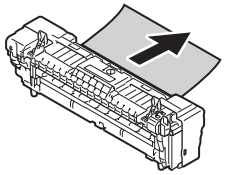
5 If there is no remaining paper in the fuser unit then pull up the fuser unit's lock lever (blue).



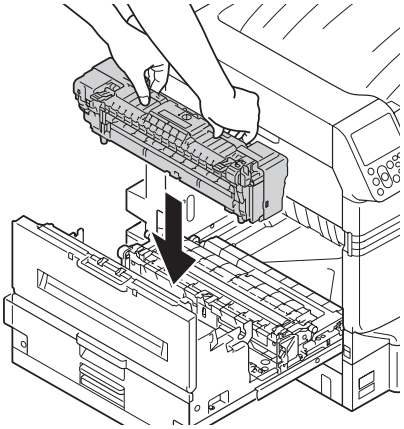
6 Hold the fuser unit handle with both hands, and remove it onto a flat surface.



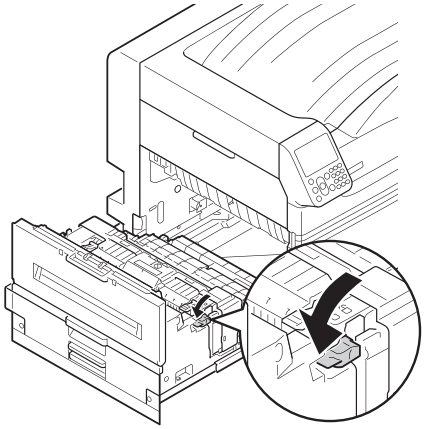
7 Lift up the fuser unit's jam release lever (blue), and slowly pull the paper out in the opposite direction from the paper operation direction.



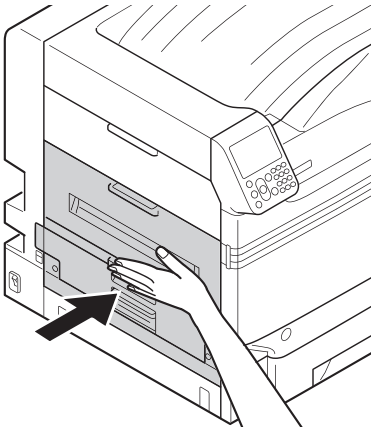
8 Hold the fuser unit handle with both hands, and set to the output unit.



9 Push down the fuser unit's lock lever (blue).

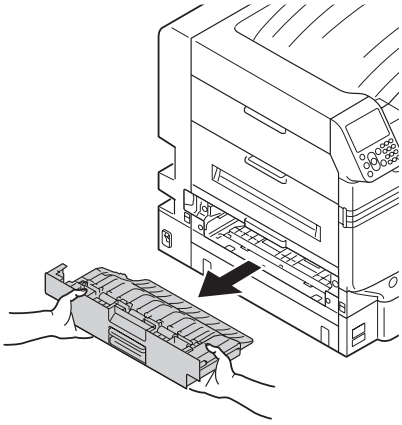


10 Put the output unit back into the printer.



■ Removing paper from the 2-Sided Printing unit

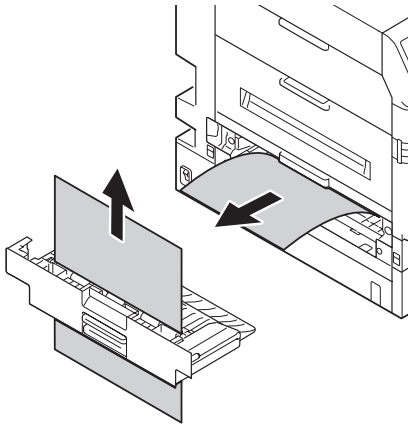
1 Pull out the 2-Sided Printing unit, lift it up a little with both hands, and remove it.



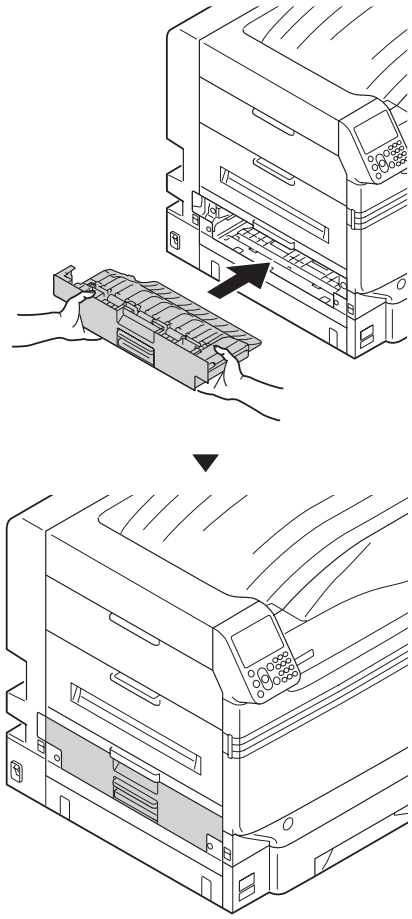
! Note

- Do not pull the 2-Sided Printing unit out in one shot. 2-Sided Printing unit may fall down if you pull it out in one shot, which may damage it.

2 Remove the remaining paper.



3 Put the 2-Sided Printing unit back into the printer.

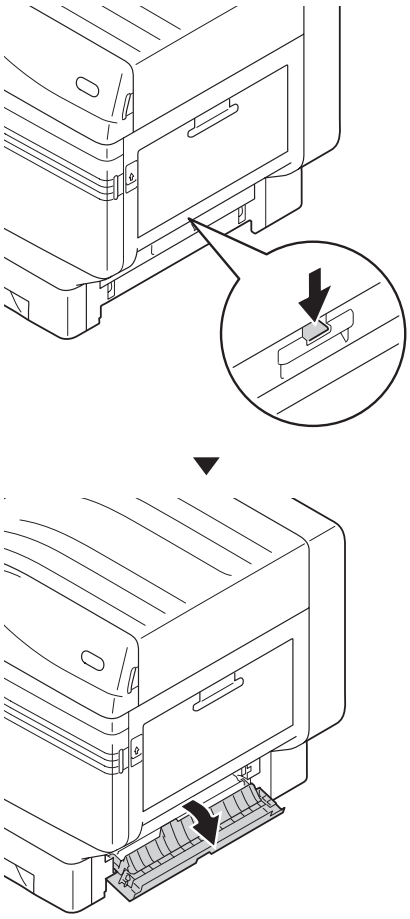


Removing paper from the vicinity of Right Side Cover

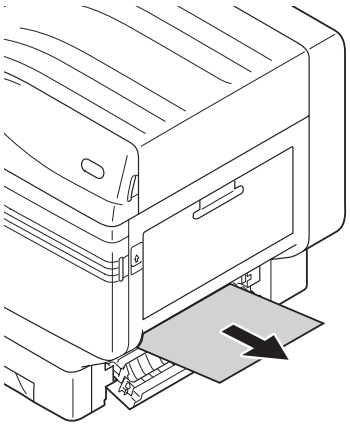
■ Error code: 391, 392, 393, 394, 395, 631, 632, 633, 634, 635

Example) In the case of Tray 1

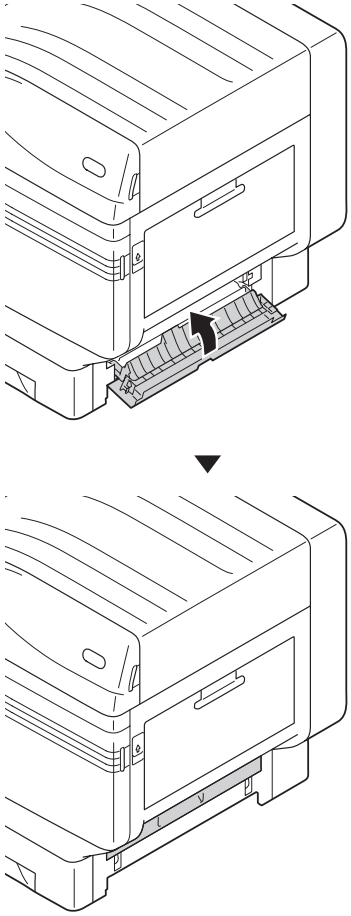
1 Open the tray side cover where the error is displayed.



2 Remove the remaining paper.



3 Close the Tray 1 side cover.

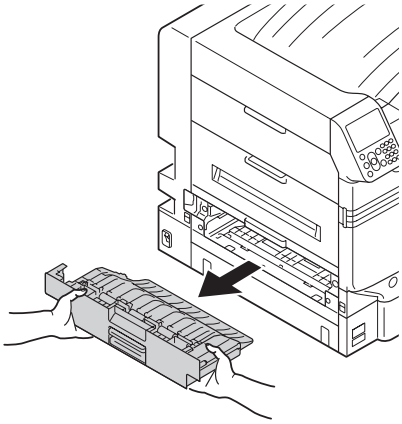


Removing paper from the vicinity of the 2-Sided Printing unit

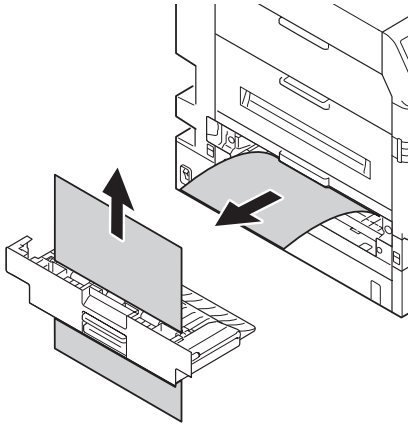
■ Error code: 370, 371, 373, 640, 641, 642

1 Pull out the 2-Sided Printing unit, lift it up a little with both hands, and remove it.

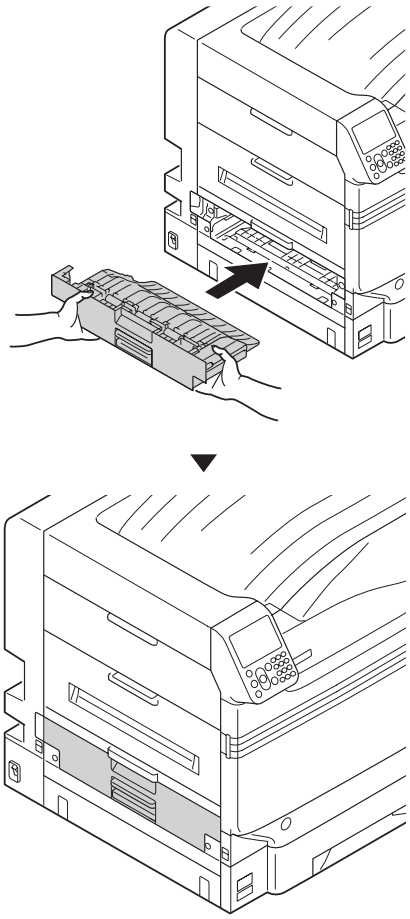
When you cannot see the jammed paper in the 2-Sided Printing unit inside the printer, put the 2-Sided Printing unit back into the printer and go to Step 4.



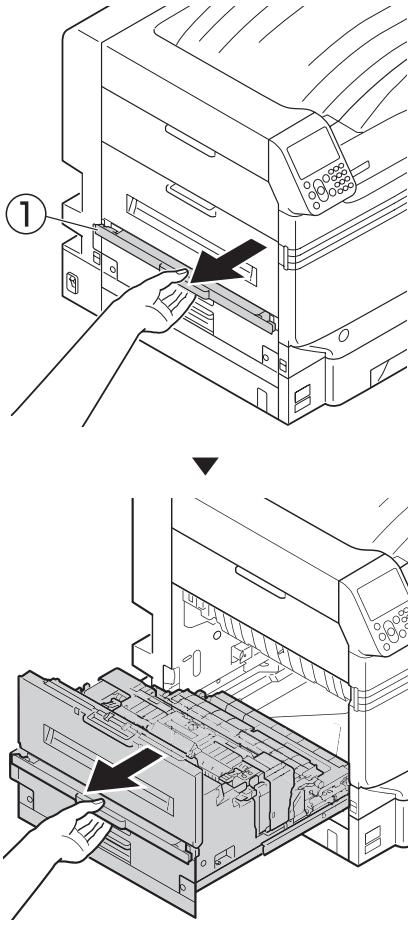
2 Remove the remaining paper.



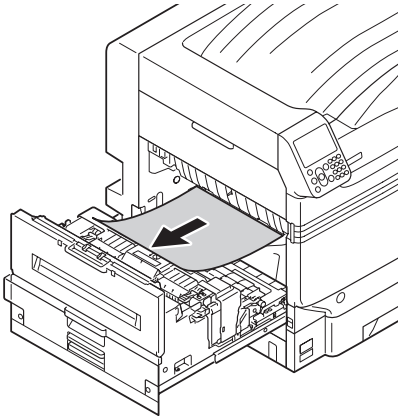
3 Put the 2-Sided Printing unit back into the printer.



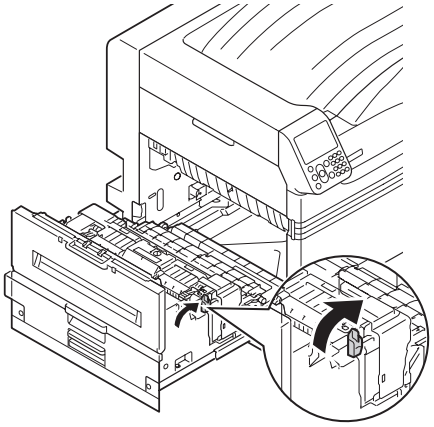
4 Lift opener (①) of the output unit, and pull out the output unit.



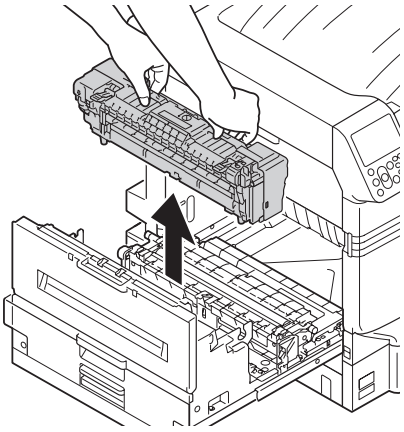
5 Check inside of the printer, and slowly remove the remaining paper.



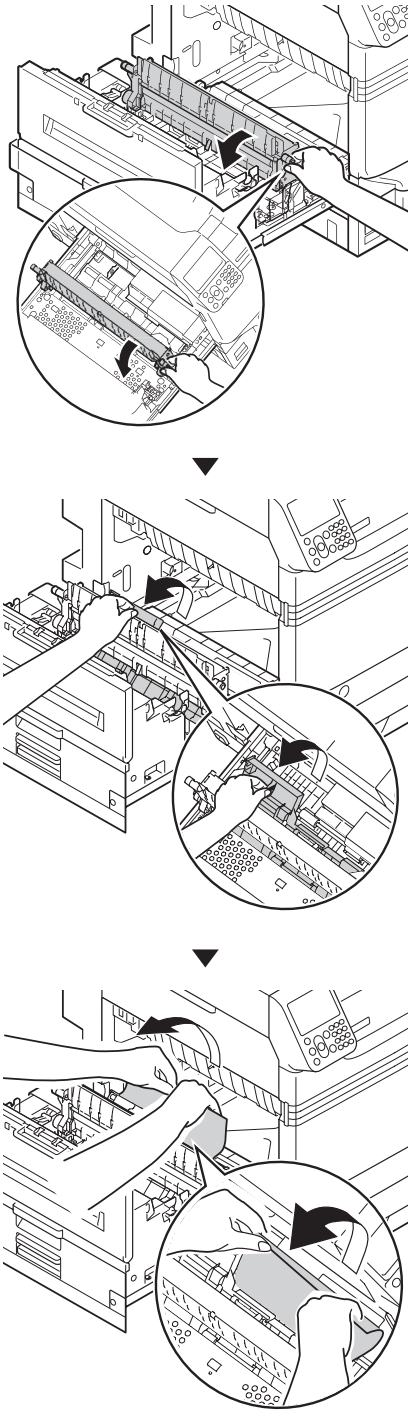
6 If the paper tip is not visible, pull up the fuser unit's lock lever (blue).



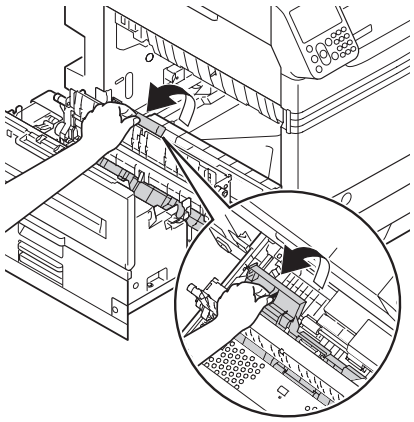
7 Hold the fuser unit handle with both hands, and remove it onto a flat surface.



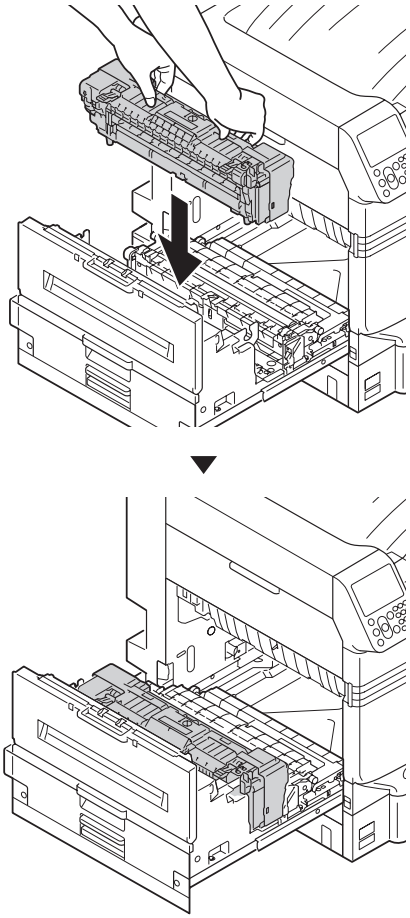
8 Hold the knob, pull up the transfer roller unit, lift the paper guide, and remove the remaining paper.



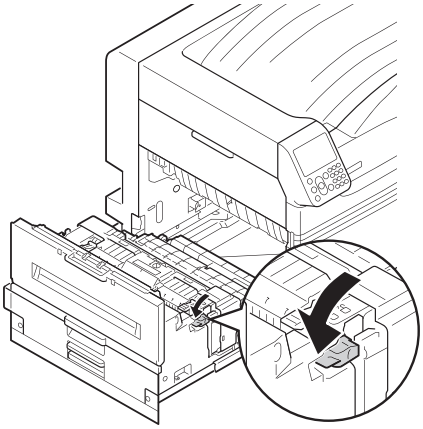
9 Close the cover, push down the transfer roller unit.



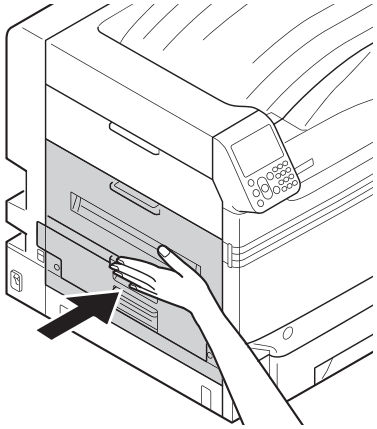
10 Hold the fuser unit handle with both hands, and set to the output unit.



11 Push down the fuser unit's lock lever (blue).



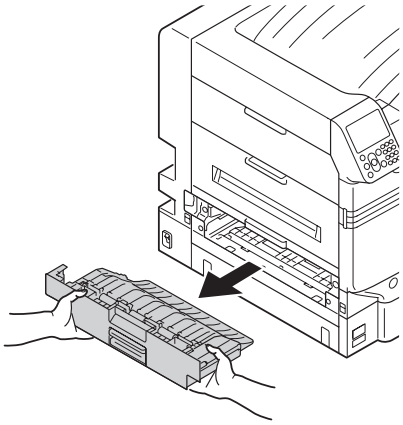
12 Put the output unit back into the printer.



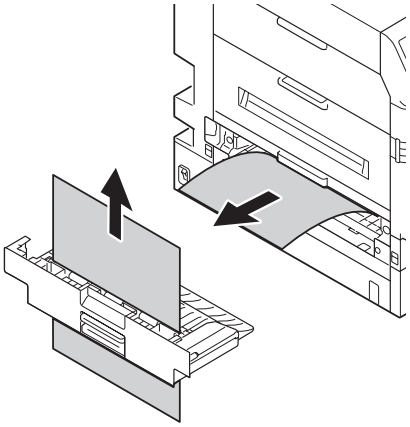
Removing paper from the vicinity of the lower side of 2-Sided Printing unit

■ Error code: 375, 650

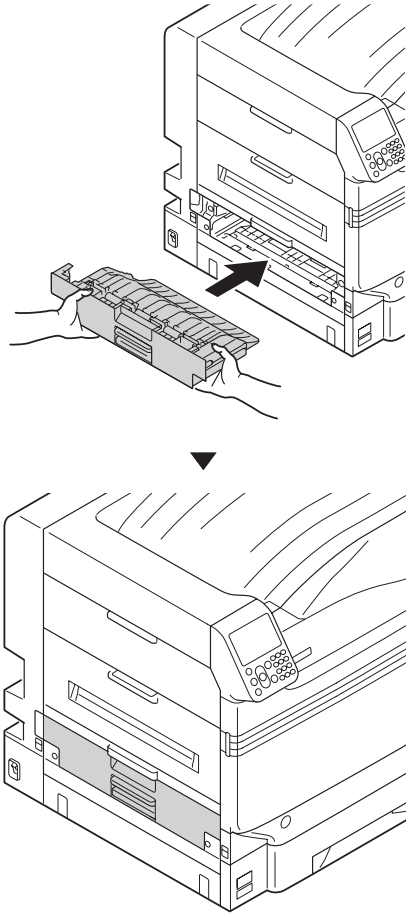
1 Pull out the 2-Sided Printing unit, lift it up a little with both hands, and remove it.



2 Remove the remaining paper from the printer.

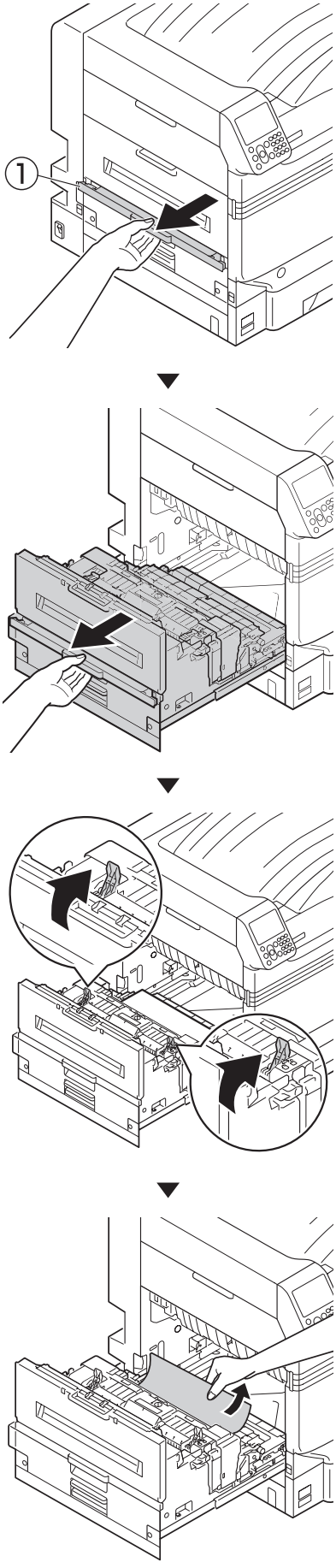


3 Put the 2-Sided Printing unit back into the printer.

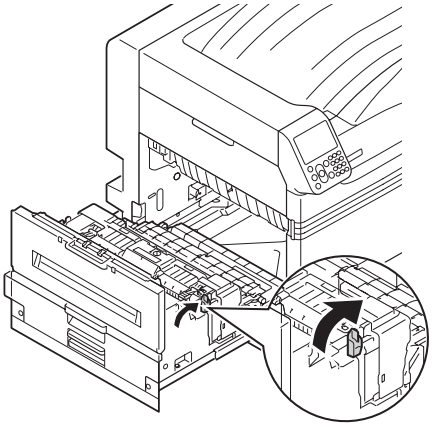


If no paper remains in visible locations in the printer, follow the procedure given below.

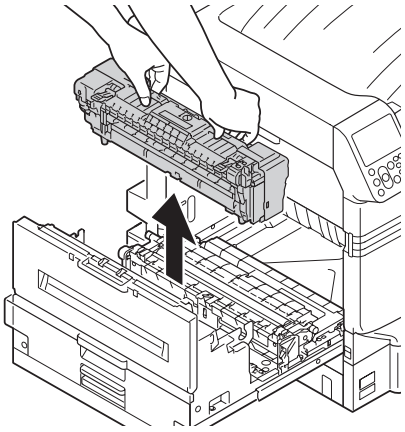
4 Lift opener (①) of the output unit, and remove the remaining paper.



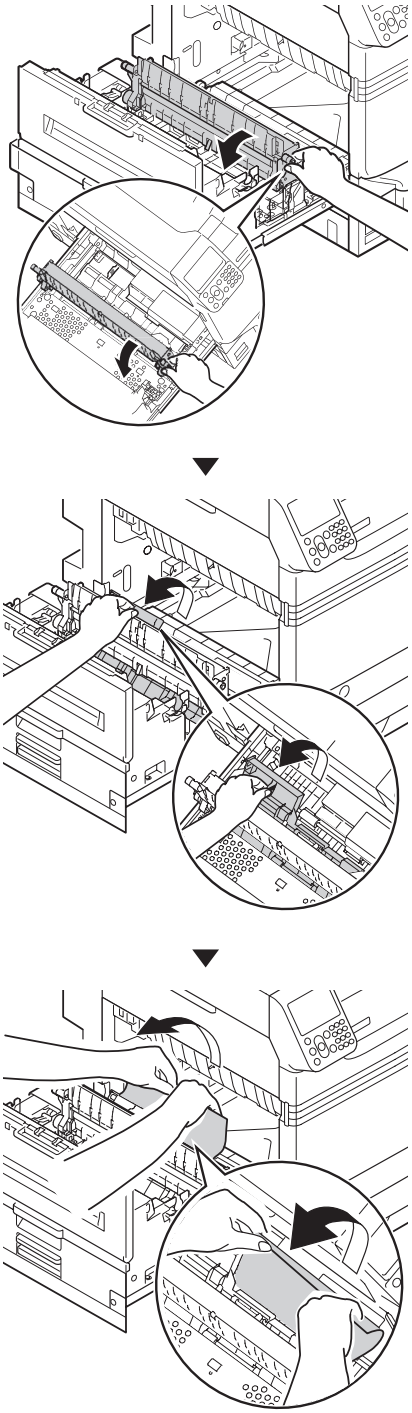
5 If the paper tip is not visible, pull up the fuser unit's lock lever (blue).



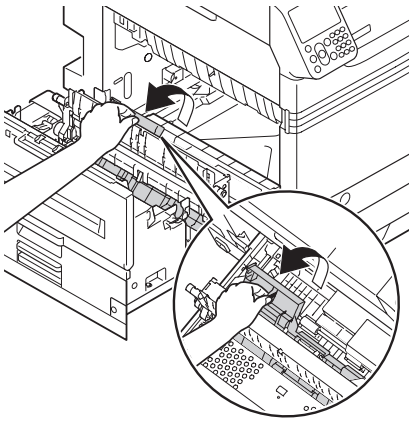
6 Hold the fuser unit handle with both hands, and remove it onto a flat surface.



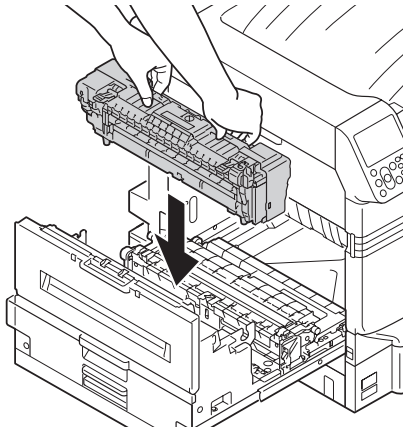
7 Hold the knob, pull up the transfer roller unit, lift the paper guide, and remove the remaining paper.



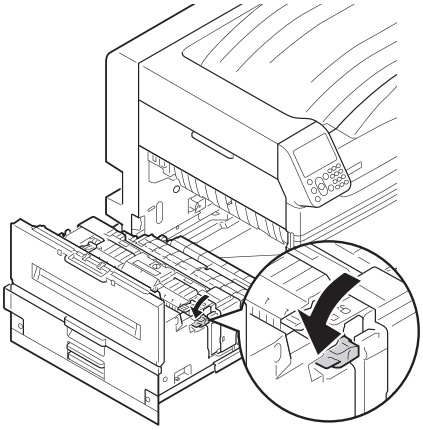
8 Close the cover, push down the transfer roller unit.



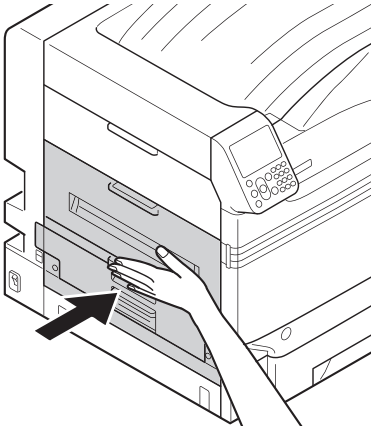
9 Hold the fuser unit handle with both hands, and set to the output unit.



10 Push down the fuser unit's lock lever (blue).



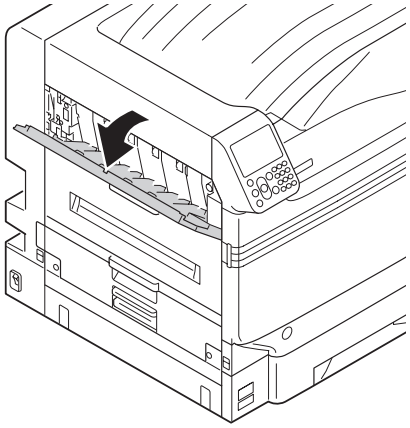
11 Put the output unit back into the printer.



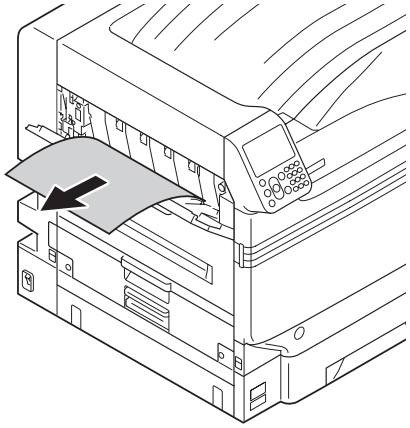
Removing paper from the vicinity of Left Side Cover

■ Error code: 384, 651

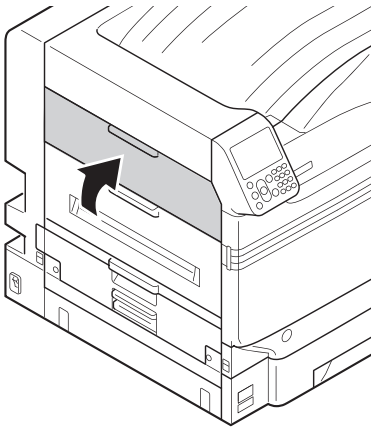
1 Open the left side cover.



2 Slowly remove the remaining paper.



3 Close the left side cover.



■ When paper jam occurs frequently

Check the following when paper jam occurs very frequently.

- Is the feeding paper roller dirty? ("Cleaning feed rollers"(P.83))
- Is the paper guide set correctly? (Refer to "Setting the Paper in the Basic")
- Is the paper set after flipping through it carefully? (Refer to "Setting the Paper in the Basic")
- Is the printer installed on a flat and stable surface?
- Are you using the paper compatible with the printer?
- Are there any fragments of paper remaining inside the printer?

When a message related to paper appears

When paper type/size set in the printer tray differs from the printer driver specification, message such as "Replace paper" and "Paper size error has occurred" will appear, and the <ATTENTION> lamp will blink.

Messages related to paper and error codes, cause of errors and their resolutions, and status of the <ATTENTION> lamp is described below.

Besides, when "Please see HELP for details" is shown in the message, pressing the [HELP] button in the operation panel will show the solution procedure, and you can easily solve the process according to the guidance. Refer to "Operating the Help screen"(P.13) for details.

Memo

- Meanings of the symbols used in the error messages are as follows.
  - [TRAY]: Tray 1, Tray 2 to Tray 5 (Displayed when the option of additional tray units is mounted.), either of the MP trays will be displayed.
  - [MEDIA_SIZE]: Paper size is displayed.
  - [MEDIA_TYPE]: Paper type is displayed.

Category	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting
Load paper	Please change [TRAY] paper Ensure [MEDIA_SIZE], [MEDIA_TYPE] is installed, press OK button If printing fails, cancel and re-adjust tray settings Pressing OK will print using current paper tray settings Please see HELP for details	461 462 463 464 465	Blinking	The size of the paper in the tray, or the paper size and the paper type, are different from the printer driver specifications. Set the paper having size or type shown in the message. Printing will start if the paper size is matching.
	Please change [TRAY] paper Ensure [MEDIA_SIZE], [MEDIA_TYPE] is installed, press OK button Please see HELP for details	661 662 663 664 665	Blinking	The type of paper in the tray is different from the specifications of the printer driver. Set the paper having size or type shown in the message.
	Change [MEDIA_SIZE], [MEDIA_TYPE] in MPTray Ensure [MEDIA_SIZE], [MEDIA_TYPE] is installed, press OK button Please see HELP for details	660 460	Blinking	The type of paper in the MP tray is different from the print driver specifications. Set the paper having size or type shown in the message.
Empty	[Tray] Empty Set [MEDIA_SIZE] Please see HELP for details	491 492 493 494 495	Blinking	Tray shown in the message is empty. Set the paper having size or type shown in the message.
	MPTray Empty Set [MEDIA_SIZE] Please see HELP for details	490	Blinking	The MP tray is empty. Set the paper having size or type shown in the message.

Category	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting
Paper size Error	Remove Excess Paper Reduce the quantity of paper Please see HELP for details	530 531 532 533 534	Blinking	Paper set in the tray shown exceeds the maximum limit. Please remove paper from the tray shown.
	Paper Thick Error Check Paper in [TRAY] Please see HELP for details	323 324 325 326	Blinking	In the tray shown in the message, paper of a different thickness is detected. To cancel printing, press the [CANCEL] button. If multiple errors occur, you can not cancel printing. Press the [HELP] button, and solve according to the guidance shown on the Help screen.
	Multiple sheets of paper were fed at once Reset Paper in [TRAY] Please see HELP for details	401	Blinking	Multiple sheets of paper have been fed. To cancel printing, press the [CANCEL] button. If multiple errors occur, you can not cancel printing. Press the [HELP] button, and solve according to the guidance shown on the Help screen.
	Paper Size Error Reset Paper in [TRAY] Please see HELP for details	400	Blinking	Printing has been conducted on paper which is of a different size from the specifications of the printer driver. To cancel printing, press the [CANCEL] button. If multiple errors occur, you can not cancel printing. Press the [HELP] button, and solve according to the guidance shown on the Help screen.
	Cannot feed paper Reset Paper in [TRAY] Please see HELP for details	520 521 522 523 524	Blinking	Paper cannot be fed from the tray shown in the message. Reset the paper in the tray shown in the message.

When a message related to replacement of consumables appears

When timing for replacement of consumables and maintenance items approaches, or when the replacement becomes necessary, message such as "Time for replacing ABC is approaching" and "ABC is empty / Replace ABC" will appear, and the <ATTENTION> lamp will start blinking.

Messages related to replacement of consumable supplies and error codes, cause of errors and their resolutions, and status of the <ATTENTION> lamp is described below.

Besides, when "Please see HELP for details" is shown in the message, pressing the [HELP] button in the operation panel will show the solution procedure, and you can easily solve the process according to the guidance. For details, refer to "Operating the Help screen"(P.13).

Memo

- Meanings of the symbols used in the error messages are as follows.
  - [COLOR]: Either of Only Yellow, Only Magenta, Only Cyan, Only Black, White*, and Clear* will be displayed.
    *: While and Clear will appear only for C941/ES9541.

Category	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting	Reference pages
Toner Cartridge	Toner Empty Replace Black Toner Please see HELP for details	4103	Blinking	Black Toner Empty Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 55
	Toner Empty Install [COLOR] Toner Or Press OK Button Please see HELP for details	4100 4101 4102 4104 4105	Blinking	Toner empty. If you press [OK], printing will continue, but the print quality cannot be guaranteed. Only Greyscale printing can be continued. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	Toner Empty Replace [COLOR] Toner Please see HELP for details	4100 4101 4102 4104 4105	Blinking	Toner color shown in the message is empty. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 55
Image Drum	Image Drum Life Replace [COLOR] Image Drum Please see HELP for details	3500 3501 3502 3503 3504 3505 5600 5601 5602 5603 5604 5605	Blinking	Lifespan of the image drum shown in the message has reached. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 57
	Image Drum Life Replace [COLOR] Image Drum. Image Drum Life To Exceed the Life, Press OK Button Please see HELP for details	5640 5641 5642 5643 5644 5645	Blinking	The lifespan of the image drum has been reached. If you press [OK], printing will continue, but the print quality cannot be guaranteed. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 57

Category	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting	Reference pages
Image Drum	Printing has been stopped because the lifespan of the image drum has reached Replace [COLOR] Image Drum Please see HELP for details	6800 6801 6802 6803 6804 6805	Blinking	The lifespan of the image drum has been reached. You cannot continue printing. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 57
	Image Drum not properly installed Check Image Drum Please see HELP for details	3400 3401 3402 3403 3404 3405	Blinking	Image drum shown in the message has not been set correctly. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
Waste Toner Box	Waste Toner Full Install New Waste Toner Box Please see HELP for details	357	Blinking	Waste toner is full. If you re-set and use a waste toner box that is already used, there is a risk of the waste toner overflowing, so please replace it with a new waste toner box. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 67
Fuser Unit	Fuser Unit Life Install New Fuser Unit Please see HELP for details	354	Blinking	Lifespan of the fuser unit has reached Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 65
Belt Unit	Belt Unit Life Install New Belt Unit Please see HELP for details	355	Blinking	Lifespan of the belt unit and the transfer roller unit has been reached. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	page 60
-	Caution, unknown consumable detected Go to User Manual "Trouble Shooting" to restore operation	709	Blinking	You can use any consumables in your product, but you must accept the risks of using non-genuine consumables. If the use of non-genuine consumables causes damage to the product or results in your product not functioning to its full specification, then such damage or effect on the product is not covered by warranty. To accept these risks and to restore function; 1. Turn off your product. 2. Press and hold the [CANCEL] button and turn your product on. 3. After start up, release the [CANCEL] button. Note This operation will be recorded for future reference.	-

When some other message appears

Other messages and error codes, cause of errors and their resolutions, and status of the <ATTENTION> lamp are described below.

Besides, when "Please see HELP for details" is shown in the message, pressing the [HELP] button in the operation panel will show the solution procedure, and you can easily solve the problem according to the guidance. For details, refer to "Operating the Help screen"(P.13).

Memo

- Meanings of the symbols used in the error messages are as follows.
  - [COLOR]/[MENUCOLOR]: Either of Only Yellow, Only Magenta, Only Cyan, Only Black, White*, and Clear* will be displayed.
    *: White and Clear will appear only for C941/ES9541dn.
  - [TRAY]; Tray 1, Tray 2 to Tray 5 (Displayed when the option of additional tray units is mounted.), either of the MP trays will be displayed.
  - [COVER]: Either front cover, Tray 1 side cover to Tray 5 side cover (Tray 2 side cover to Tray 5 side cover will be displayed when the option of additional tray units is mounted.), or output unit cover will be displayed.
  - [CODE]: Detailed information of the error will be displayed.

Index	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting	Reference pages
Number	[ERRCODE]: Error Power Off/On If the same error appears, then contact the customer service center.	-	Blinking	A fatal error has occurred. If the error is not resolved by restarting the printer, contact your designated help desk.	-
Japanese "a" column	[COLOR] Image Drum Not Installed Please see HELP for details	6940 6941 6942 6943 6944 6945	Blinking	The image drum shown in the message has not been installed. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	Image Drum Sensor Error Please check [COLOR] image drum and reset Please see HELP for details	5400 5401 5402 5403 5404 5405	Blinking	Sensor error has occurred in the image drum shown. Sensor may be unclean or stopper is installed. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	Excessive paper has accumulated on the stacker Remove Paper Please see HELP for details [STACKER]: Either Face Up Stacker or Face Down Stacker will be displayed.	480 484	Blinking	The paper stacker is full. Remove Paper from stacker.	-
	The print data size is too large to store it into printer memory To turn off the display, press OK Please see HELP for details	420	Blinking	Cannot print. Printing data has exceeded the memory capacity of the printer. In the Quality of printer driver, select [Fine/Detail] or [Normal], and print once again. Press the [OK] button for deleting the display of the liquid crystal panel.	[Advanced] > [Print with best quality]
Japanese "k" column	We cannot delete the data due to a custom media print error Verify the custom media settings and print again. To turn off the display, press OK Please see HELP for details	459	Blinking	Printing is stopped because of print request from an incompatible custom media, and data is deleted. Print once again. Press the [OK] button for deleting the display of the liquid crystal panel.	-

Index	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting	Reference pages
Japanese "k" column	[Cover] Opent Please see HELP for details	311 312 313 314 315 585 588 589	Blinking	The cover shown in the message is open. Close the cover.	-
	Incompatible [COLOR] Image Drum Please see HELP for details	6840 6841 6842 6843 6845 6900 6901 6902 6903 6904 6905 7000 7001 7002 7003 7004 7005 7040 7041 7042 7043 7044 7045 7100 7101 7102 7103 7104 7105 7200 7201 7202 7203 7204 7205	Blinking	Toner cartridge is not intended for use with this printer model. Use a toner cartridge intended for use in this printer model.	-

Index	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting	Reference pages
Japanese "k" column	Incompatible [COLOR] Toner Please see HELP for details	5540 5541 5542 5543 5544 5545 5500 5501 5502 5503 5504 5505 6140 6141 6142 6143 6144 6145 6200 6201 6202 6203 6204 6205 6240 6241 6242 6243 6244 6245 7140 7141 7142 7143 7144 7145	Blinking	Toner cartridge is not intended for use with this printer model. Use a toner cartridge intended for use in this printer model.	-
	Fuser Unit Regional Mismatch Please see HELP for details	6981 6982 6983 6984 6985 6986 6987	Blinking	Fuser unit not intended for use with this printer model. Use a fuser unit intended for use in this printer model.	-
	Belt Unit Regional Mismatch Please see HELP for details	6881 6882 6883 6884 6885 6886	Blinking	Belt unit not intended for use with this printer model. Use a belt unit intended for use in this printer model.	-
Japanese "t" column	Fuser Unit Not Installed Please see HELP for details	699	Blinking	The fuser unit is not installed properly. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	The Fuser Unit is not installed correctly Reset Fuser Unit Please see HELP for details	348 320	Blinking	The fuser unit is not installed correctly. Install the fuser unit correctly.	-
	Receiving Data Timeout To turn off the display, press OK Please see HELP for details	519	Blinking	A data receipt timeout occurred. Increase the length of timeout print setting.	[Advanced] > [List of Setting Items of the Device Settings Screen] > [Timeout Printing]

Index	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting	Reference pages
Japanese "t" column	Check Data Message Data Write Error <[CODE]>	-	-	Failed to write the message data to be updated. Check data.	-
	Install Transfer Roller Unit Re-set the transfer roller unit Please see HELP for details	334	Blinking	The transfer roller unit is not set correctly. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	The data will be deleted due to an overprint feature error Mount the duplex printing unit and print again. To turn off the display, press OK Please see HELP for details	458	Blinking	Spot Color over printing is specified, but the 2-Sided Printing unit is not there. Printing was stopped and the print data was deleted. Install the 2-Sided Printing unit and print once again. Press the [OK] button for deleting the display of the liquid crystal panel. (C941/ES9541dn only)	-
	The data will be deleted due to an overprint feature error Check the paper and paper settings, then print again. To turn off the display, press OK Please see HELP for details	456	Blinking	Paper used for printing is not compatible for Spot Color over printing. Printing was stopped and the print data was deleted. Change the paper, or set to Normal and print once again. Press the [OK] button for deleting the display of the liquid crystal panel. (C941/ES9541dn only)	-
	Spot Color has been replaced Press OK to change the Spot Color settings in the menu to [COLOR] and restart the system If you do not want to change settings, return Spot Color toner, image drum and Spot Color duct settings to [MENUCOLOR].	679	Blinking	Spot Color has been exchanged Solve according to the message. (C941/ES9541dn only)	-
	Spot Color has been replaced Check Spot Color menu settings Current setting is [MENUCOLOR] To turn off the display, press OK	678	Blinking	Spot Color has been exchanged Solve according to the message. (C941/ES9541dn only)	-
	Spot Color settings changes Shut down and restart to enable new settings	677	Blinking	Spot Color setting has been changed. Solve according to the message. (C941/ES9541dn only)	-
	Spot color duct has not been installed Please install the Spot Color Duct Please see HELP for details	676	Blinking	Spot Color duct has not been installed. Please install the Spot Color duct. (C941/ES9541dn only)	-
	Toner cartridge not properly installed Reset [COLOR] Toner Cartridge Please see HELP for details	5440 5441 5442 5443 5444 5445	Blinking	The toner cartridge shown in the message is not set correctly. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	[COLOR] Toner Not Installed Please see HELP for details	6100 6101 6102 6103 6104 6105	Blinking	The toner cartridge shown in the message has not been installed. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-

Index	Message displayed on the liquid crystal panel	Error code	<ATTENTION> lamp	Causes and Troubleshooting	Reference pages
Japanese "t" column	The toner replacement cover is open Please see HELP for details	586	Blinking	The toner replacement cover is open. Check that the toner cartridge is pushed in firmly as far as it can go, and close the toner cover.	-
	[TRAY] cassette is missing Pull it out and insert once again Please see HELP for details	430 431 432 433 434	Blinking	There is no paper cassette in the tray shown in the message. Set the paper cassette in the tray shown in the message. When the paper cassette is already there in the tray, pull the cassette out and set it correctly.	-
Japanese "h" column	Install Exit Unit Please see HELP for details	333	Blinking	The output unit is missing. Please install the output unit.	-
	Check Waste Toner Box Reset Waste Toner Box Please see HELP for details	331	Blinking	The waste toner box is not set correctly. Reset the waste toner box.	-
	Waste Toner Transfer Error Reset Waste Toner Box Please see HELP for details	359	Blinking	A waste toner transfer error has occurred. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	Firmware Update Error Please retry If network doesn't work, please try firmware update over USB	302	-	Firmware update failed. Follow the contents of the message.	-
	Open Face Up Stacker Please see HELP for details	580	Blinking	Face up stacker is closed. Please open the face up stacker	-
	Belt Unit Not Installed Please see HELP for details	689	Blinking	The belt unit is not installed. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	Belt Unit not installed correctly Re-set the Belt Unit Please see HELP for details	330	Blinking	The belt unit is not set correctly. Press the [HELP] button, and solve according to the guidance shown on the Help screen.	-
	Condensation has occurred inside the printer Switch off the power supply, and switch on the power supply after some time If the same error appears, then contact the customer service center	-	Blinking	Condensation has occurred inside the printer. Restart the printer after some time. If the error is not resolved by restarting the printer, contact your designated help desk.	-
Japanese "r" column	The duplex unit is not properly installed Pull it out and insert once again Please see HELP for details	360	Blinking	The 2-Sided Printing unit is not set correctly. Install the 2-Sided Printing unit correctly.	-
Japanese "r" column	The data was deleted because a duplex printing error occurred Check the paper and paper settings, then print again. To turn off the display, press OK Please see HELP for details	455	Blinking	2-Sided printing cannot be done because the paper is too thick or it is small. Printing was stopped and the print data was deleted. Change the paper, or set to 1-Sided Printing and print once again. Press the [OK] button for deleting the display of the liquid crystal panel.	-

Printing Troubles

This section describes the possible troubles that may occur while operating the printer, and their solution procedure.

Memo

- If the problem is not solved using the following methods, contact your designated customer service centre.
- For problems arising from the applications, contact the application development company.

Unable to print

Basic reasons

■ Common for Windows/Mac OS X

Cause	Solution procedure	Reference pages
Power supply of the printer is switched off.	Switch on the power supply.	Basic
Power supply was switched off due to the auto power off function.	Switch on the power supply. When you do not want to use the auto power off function, disable it with [Admin Setup]>[Power Setup]>[Auto Power Off] in the operation panel.	Advanced
Printer is in sleep mode.	Touch the [POWER SAVE] button on the operation panel, and change the status to the standby mode. When you do not want to use the sleep mode, disable the sleep mode from [Admin Setup]>[Power Setup]>[Sleep] in the operation panel.	Basic
LAN Cable/USB Cable is disconnected.	Check that labels are correctly connected to the printer and the computer.	-
Cables are defective.	Replace with new cables.	-
Printer is offline.	Press the [ON LINE] button on the operation panel.	-
Error message has appeared on the liquid crystal panel of the operation panel.	Press "When a message related to paper appears"(P.31),"When a message related to replacement of consumable supplies appears"(P.33),"When some other message appears"(P.35), or the [HELP] button on the operation panel.	page 31 page 33 page 35
NBT, EtherTalk, and WSP Print protocols are used.	When the sleep mode is enabled, disable it from [Admin Setup]>[Power Setup]>[Sleep] in the operation panel.	-
Interface settings are disabled.	From [Admin Setup]>[Network Setup] on the operation panel, enable the interface you are using.	Advanced
There is a problem with the print function.	Check whether you can print the printer information or not.	Basic
Print will be automatically canceled.	Print is not allowed when print job accounting client is used. Or, job accounting log buffer may be full.	Advanced

■ For Windows

Cause	Solution procedure	Reference pages
This printer is not set as default printer.	Set it to default printer.	-
Output port of printer driver is incorrect.	Select the output port where LAN cable/USB cable is connected.	-
Printing from other interface is in progress.	Wait until the printing is complete.	-

Network Connection Problems

■ Common for Windows/Mac OS X

Cause	Solution procedure	Reference pages
Cross cable is used.	Arrange straight cable and hub, and connect correctly.	Basic
Compatibility problem with hub.	Select [Admin Setup]>[Network Setup]>[Hub Link Setting] from the operation panel, and change the settings.	Advanced
There is a problem with hub.	Insert network cable in the empty hub, or another port. If the problem is still not solved, use another hub.	-
Network cable is defective.	Reconnect with a new or a different network cable, and check again.	-
Incorrect IP address.	● Check that IP address settings of the printer, and IP address of the printer set in the computer are matching. ● If you are using OKI LPR Utility on Windows, check IP address settings in OKI LPR Utility. ● Check that IP address is not overlapping with other device. ● Check that correct address is set in IP address, Subnet mask, and Gateway address.	Advanced
Duplicate IP address.	Check that IP address of the printer does not overlap with other IP address.	-

USB Connection Problems

■ Common for Windows/Mac OS X

Cause	Solution procedure	Reference pages
Cable does not meet the standards.	Use USB cable of USB 2.0 specifications.	Basic
USB hub is used.	Directly connect the printer to the computer.	-
Printer driver is not installed correctly.	Please re-install the printer driver.	Basic

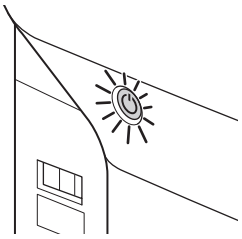
■ For Windows

Cause	Solution procedure	Reference pages
Printer is offline.	Right click the OKI C9xx icon in the [Devices and Printers] folder, and select [See what's printing] (When multiple drivers are installed>[OKI C9xx (*)]). Select the [Printer] menu in the dialog displayed, and uncheck [Use Printer Offline]. *: Select the type of required driver.	Basic
Switch, buffer, extension cable, and USB hub are used.	Directly connect the printer to the computer.	-
Another printer driver operated through USB connection is installed.	From the computer, remove other printer drivers.	-

Printer Troubles

Memo

- If the problem is not solved using the following explanation, contact your designated customer service centre.

Symptom	Cause	Troubleshooting	Reference pages
Nothing is displayed in the liquid crystal panel even after switching on the power supply.	Power supply cord is disconnected.	Switch off the power supply, and firmly insert the power supply cord.	Basic
	Power outage.	Check if electricity is flowing in the power socket.	-
Does not function.	Power supply cord is not inserted firmly.	Firmly insert the power supply cord.	Basic
	Power supply is not switched on.	Switch on the power supply.	Basic
LED lamp of the power supply switch is blinking at high speed at about 0.3 seconds interval. 	The printer has broken down.	Immediately switch off the main power supply, and contact the designated customer service center.	-
Printing process does not start.	Error is displayed.	Check the error code, and follow the instructions displayed on the liquid crystal panel.	page 31 page 33 page 35
	LAN Cable/USB Cable is not connected.	Firmly insert LAN Cable/USB Cable.	Basic
	LAN Cable/USB Cable is defective.	Use another LAN Cable/USB Cable.	-
	LAN Cable/USB Cable does not meet the standards.	● Use a cable of USB 2.0 specifications. ● Use a cable of LAN Cable 1000 BASE-T Specifications.	Basic
	There may be a problem with the print function.	Check whether you can print the printer information or not.	Basic
	Interface is disabled.	From [Admin Setup]>[Network Setup] on the operation panel, enable the interface you are using.	Advanced
	Printer driver is not selected.	Set the printer driver to "default printer".	Basic
	Output port of printer driver is incorrect.	Specify the output port where LAN cable/USB cable is to be connected.	Basic
Liquid crystal display of the operation panel is blank.	Printer is in sleep mode.	Touch the [POWER SAVE] button on the operation panel, and change the status to the standby mode.	Basic

Symptom	Cause	Troubleshooting	Reference pages
Print data is not sent.	LAN Cable/USB Cable is damaged.	Connect a new cable.	-
	Computer had timed out.	Increase the length of timeout.	-
Abnormal sound.	Device is tilted.	Install on a stable and a flat surface.	Basic
Resonant sound.	While temperature inside the device has increased, printing is done on a narrow paper or a thick paper.	Device has not broken down. Use the device as it is.	-
Printing does not start immediately.	Device is warming up for returning from the power saving mode or auto power off.	Please wait. When you do not want to use auto power off, select [Admin Setup]>[Power Setup]>[Sleep]/[Auto Power Off], and disable both the modes.	Advanced
	Cleaning of image drum may be in progress.	Please wait.	-
	Temperature adjustment of the fuser unit is under progress.	Please wait.	-
	Processing of data from other interface is in progress.	Wait until the printing is complete.	-
Printing stops in between.	Temperature is adjusted because temperature of the fuser unit increased due to continuous printing. Temperature is adjusted because temperature inside the device increased due to continuous printing for long time.	Please wait. Printing will automatically start again once temperature of the fuser unit has become appropriate. Please wait. Printing will automatically start again once temperature of the printer has become appropriate.	-
Not enough memory.	Inadequate memory of the printer due to large printing data	Print after lowering the quality of printer driver.	-
Slow printing.	Printing process is also done at the computer side.	User a computer with fast processing speed.	-
	Select [ProQ/High Quality] in the [Job Options] tab of the printer driver.	In the [Advanced] tab of the printer driver, select [Fine/ Detail(1200x1200dpi)] or [Normal (600x600dpi)].	Advanced
	Complicated print data.	Select simple print data.	-
Display of the printer driver is abnormal. (Mac OS X)	Printer driver may not be functioning correctly.	Delete the printer driver once, and re-install it.	-

Printer driver malfunctions

Memo

- If the problem is not solved using the following explanation, contact your designated customer service centre.
- For problems arising from the applications, contact the application development company.

USB Connection Problems

■ For Windows

Cause	Solution procedure	Reference pages
Icon of the printer is not created in the [Devices and Printers] folder.	Printer driver is not installed correctly.	Basic
Even when installation of multiple printer drivers is selected, only the initial printer driver is installed.	Install the second and subsequent printer drivers according to the following procedure. 1. Insert the "Software DVD-ROM" in the computer. 2. Click [Run Setup.exe], and follow the instructions provided on the screen. 3. Select [Custom Install], select the printer drivers you want to install on the [Install Software] screen, and then click the [Install] button. 4. When the [Installing] screen appears, click [Install on other ports]. 5. Select [FILE] on the [Select Port] screen, and then click [Next]. 6. Follow the instructions displayed on the screen to finish the installation. 7. In [Devices and Printers], right click on the icon of driver you installed, and select [Printer properties] (or [OKI C9xx (*)] if installing multiple printer drivers). 8. From the list of the [Port] tab, select [USBxxx]. 9. Click the [OK] button. *: Select the type of driver you would like to set.	-
Error message such as "Printer driver installation failed" appears.	Use plug and play. Follow the procedure given below. 1. Check that power supply of the printer and computer is turned off. 2. Connect the USB cable. 3. Turn on the power supply of the printer. 4. Turn on the power supply of the computer. 5. When the "Search new software" wizard appears, set up according to the instructions displayed on the screen.	-

Problems concerning restrictions of OS

■ Restrictions concerning Windows 7/Windows 8/Windows Vista/Windows Server 2008 R2/Windows Server 2008/Windows Server 2012

Item	Symptom	Causes and Troubleshooting
Printer driver	Help does not appear.	The Help function is not supported by the PS printer driver.
	The "User Account Control" dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
Network Extension	Help does not appear.	The Help function is not supported.
	The "User Account Control" dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog will appear.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), ensure to click [This program installed correctly].
Color Correct Utility	The "User Account Control" dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog will appear.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), ensure to click [This program installed correctly].
Color sample print utility	The "User Account Control" dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog will appear.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), ensure to click [This program installed correctly].
PS Gamma Adjuster	The "User Account Control" dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog will appear.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), ensure to click [This program is successfully installed].

■ Restrictions concerning Windows XP Service Pack 2/WIndows Server 2003 Service Pack 1

❑ Restrictions concerning Windows Firewall

In Windows XP Service Pack 2 and Windows Server 2003 Service Pack 1, Windows Firewall has been strengthened. The following restrictions may occur in printer driver and utility.

Memo

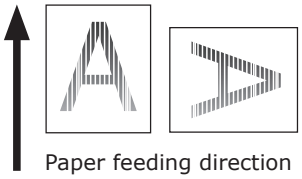
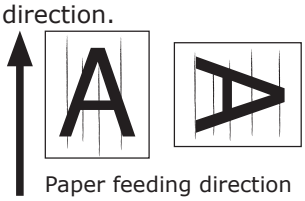
- The following description is based on Windows XP Service Pack 2 as an example. Description may differ for Windows Server 2003 Service Pack 1.

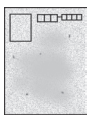
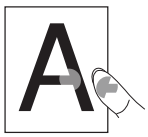
Item	Symptom	Causes and Troubleshooting
Printer driver	File cannot be printed when the printer is used as a shared printer on a network.	On the server side, click [Start]>[Control panel]>[Trust Center]>[Windows firewall]. Click the [Exception] tab, check [File and printer sharing] and click [OK].
OKI LPR utilities	Printer not found.	When [Don't allow exceptions] is checked under the [General] tab in Windows Firewall, printer cannot be searched in the segment outside the router. Only printers connected in the same segment can be searched. When printer is not found, specify the IP address of printer on the [Add printer] or the [Modify printer] screen.
Printer Super Vision	Cannot access from a remote PC.	Click [Start]>[Control panel]>[Trust Center]>[Windows firewall]. Select the [Exceptions] tab, and click [Add program]. Click [reference] and select the following files. Click [Open]>[OK]>[OK]. (J2EE installation folder)/jdk/bin/java.exe (J2EE installation folder)/jdk/bin/javaw.exe (J2EE installation folder)/jdk/jre/bin/java.exe (J2EE installation folder)/jdk/jre/bin/javaw.exe
	Pop-up windows are blocked.	When using Internet Explorer, pop-up windows may be blocked. In Internet Explorer, select [Internet options] from the [Tool] menu. Select the [Privacy] tab, and click [Settings] in the [Pop-up blocker] segment. In the [Address of website to allow] box of the [Pop-up Blocker Settings] window, enter the URL of Print Super Vision, and click [Add]. Click [Close]>[OK].
Web Driver Installer	Printer not found.	When [Don't allow exceptions] is checked under the [General] tab in Windows Firewall, printer cannot be searched in the segment outside the router. Only printers connected in the same segment can be searched. When printer cannot be found, in the 4th digit of the search range of IP address, enter "*".
	Cannot access from a remote PC.	Click [Start]>[Control panel]>[Trust Center]>[Windows firewall]. Select the [Exceptions] tab, and click [Add port]. Add port number of the web site where Web Driver Installer is installed. Click [Start]>[Control panel]>[Performance and maintenance]>[Administrator Tools]. Double click [Component Services], and change the access rights of components for Web Driver Installer. For setting method, refer to the [Read me] file saved in [Start]>[All Programs]>[OKI Data]>[Web Driver Installer]>[Read me].

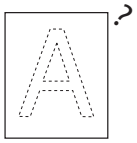
Print quality is poor

Memo

- If the problem is not solved using the following methods, contact your designated help desk.

Symptom	Cause	Troubleshooting	Reference pages
White stripe in perpendicular direction. Paper feeding direction	LED head is unclean.	Wipe LED head with a soft tissue paper.	page 77
	Low toner.	Replace the toner cartridge.	page 55
	Deposit of foreign substances.	Replace the image drum.	page 57
	Window film of image drum is unclean.	Wipe window film with a soft tissue paper.	-
	Image drum has not been set correctly.	Please set the image drum correctly.	page 57
Printing is blurred in perpendicular direction.  Paper feeding direction	LED head is unclean.	Wipe LED head with a soft tissue paper.	page 77
	Low toner.	Replace the toner cartridge.	page 55
	Paper not supported.	Use recommended paper.	Basic
Printing is light. 	The toner cartridge is not installed correctly.	Re-install the toner cartridge.	page 55
	Low toner.	Replace the toner cartridge.	page 55
	Paper is moist.	Use paper stored at appropriate temperature and humidity.	-
	Paper not supported.	Use recommended paper.	Basic
	Paper not supported. Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in the operation panel to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	Advanced
	Recycled paper is used.	Correct [Media Weight] in the operation panel to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	Advanced
Printing is blurred in some parts. Solid printing will result in the appearance of white dots or lines. 	Paper contains moisture. Dry it.	Use paper stored at appropriate temperature and humidity.	Basic
	Inappropriate settings of [Paper Black Setting] or [Paper Color Setting].	Change the value of [Printer Setting]>[Paper Black Adjust] or [Paper Color Setting].	Advanced
Stripes in perpendicular direction.  Paper feeding direction	There are dents on the image drum.	Replace the image drum.	page 57
	Low toner.	Replace the toner cartridge.	page 55

Symptom	Cause	Troubleshooting	Reference pages
Stripes or dots appear periodically in horizontal direction. Paper feeding direction	In the case of cycle length of about 125 mm, image drum may be unclean or there may be dents on it.	Wipe it lightly with a soft tissue paper. If there are dents, replace the image drum.	page 57
	In the case of cycle length of about 38 mm, there is dirt inside the image drum.	Open and close the toner replacement cover, and repeat the initial operation.	Basic
	In the case of cycle length of about 150 mm, there are dents on the fuser unit.	Replace the fuser unit.	page 65
	Image drum is exposed to light.	Return the image drum inside the printer, and do not use the printer for a few hours. If it does not rectify even after that, replace the image drum.	page 57
	Dirt has deposited on the paper transfer path.	Print few pages as test copies.	-
Portion of white ground is lightly stained. 	Paper has static electricity.	Use paper stored at appropriate temperature and humidity.	Basic
	Thick paper is used.	Use thinner paper.	-
	Low toner.	Replace the toner cartridge.	Basic
Border of characters is blurred. 	LED head is unclean.	Wipe it with a soft tissue paper.	page 77
	Paper not supported.	Use recommended paper.	Basic
	Paper is moist.	Replace with a new paper.	-
When printing postcards, envelopes, or coated papers, printing will be thinly stained overall. 	Printing of envelopes and coated papers will result in toner deposit overall.	Device has not broken down. Do not use coated paper to the extent possible.	-
Rubbing it off will remove the toner. 	Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in the operation panel to appropriate value. Or, change [Media Weight] to a thicker value than the present value.	Advanced
	Recycled paper is used.	Correct [Media Weight] in the operation panel to appropriate value. Or, change [Media Weight] to a thicker value than the present value.	Advanced
Specks appear on glossy papers. 	Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in the operation panel to appropriate value. Or, change [Media Weight] to a thicker value than the present value.	Advanced

Symptom	Cause	Troubleshooting	Reference pages
Does not print with color shades as you thought.	Low toner.	Replace the toner cartridge.	page 55
	Setting of [Black Finish] is not matching with the application.	In the [Black Finish] of printer driver, select [True Black (K)] or [Composite Black (CMYK)].	Advanced
	Change color matching options.	Change to color matching option of the printer driver.	Advanced
	No color balance.	Select [Calibration] on the operation panel, and then run [Adjust Density].	Advanced
	Misalignment of color.	Open the toner replacement cover at once, and the close it again. Select [Calibration] on the operation panel, and then run [Adjust Registration].	Advanced
CMY 100% solid is thin. 	[CMY 100% Density] is set to [Disable].	Select [Admin Setup]>[Color Setup]>[CMY 100%] in the operation panel, and select [Enable].	Advanced
Black spots or white spots appear. 	Paper not supported.	Use recommended paper.	Basic
	In the case of cycle length of about 125 mm, image drum may be unclean or there may be dents on it.	Gently wipe the image drum with a soft tissue paper. If there are dents, replace the image drum.	page 57
Stains are printed. 	Paper is moist.	Replace with a new paper.	-
	Paper not supported.	Use recommended paper.	Basic
The entire paper is printed black. 	The device might have broken down.	Contact your designated customer service centre.	-
Nothing is printed. 	Multiple pages were fed in one round of printing.	Re-set the papers after flipping through.	-
	The device might have broken down.	Contact your designated customer service centre.	-
White streaks occur. 	Paper is moist.	Replace with a new paper.	-
	Paper not supported.	Use recommended paper.	Basic

Paper feed is poor

Memo

- If the problem is not solved using the following methods, Contact your designated customer service centre.

Symptom	Cause	Troubleshooting	Reference pages
Paper jam occurs frequently.	Device is tilted.	Install on a stable and a flat surface.	-
	Feed paper roller is dirty	Clean the feed paper roller.	-
	Position of the paper guide is not aligned.	Align the paper guide to the position of the paper size set.	-
	Papers are not set correctly.	Remove papers from the tray, and set them in tray after flipping through.	-
Multiple papers are pulled in simultaneously.	Papers are either too thin or too thick.	Use the papers compatible with the device.	-
Papers are pulled in inclined direction.	Paper contains moisture or static electricity.	Use the papers stored at appropriate temperature and humidity.	-
	Paper has creases, folds, or curls.	Use the papers compatible with the device. Correct if there are curls.	-
	Paper with the printed back is used.	Already printed paper cannot be printed again from the tray. Print from the MP tray.	-
	Papers are not aligned properly.	Flip through the papers, and set after aligning them in all directions.	-
	Only one paper is set.	Set multiple papers.	-
	Papers are added to the tray while keeping the existing papers as it is.	Remove the papers that are already there in the tray, and set after aligning them in all directions with the papers to be added.	-
	Papers are not set straight.	Align the paper guide and paper stopper of the tray with the paper. Or, align the manual feed guide of the MP tray with the paper.	-
	In the case of envelopes, there are curls or bulge.	Use the envelopes compatible with the device. Use the envelopes after correcting curls or bulge.	-
Paper is not fed.	Selection of [Paper Source] of the printer driver is incorrect.	Check the paper tray, and select the correct tray in [Paper Source] of the printer driver.	Advanced
	Manual feeding is specified in the printer driver.	Disable the Multipurpose tray is handled as manual feed setting.	Advanced
Device is not restored even after removing the jammed paper.	-	Open the toner replacement cover at once, and the close it again.	-
Paper gets curled. Creases appear on the paper.	Paper contains moisture or static electricity.	Use the papers stored at appropriate temperature and humidity.	-
	Thin paper is used.	Correct [Media Weight] in the operation panel to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	Advanced
Paper winds around the roller of the fuser unit.	Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in the operation panel to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	Advanced
	Thin paper is used.	Please use thicker paper.	-

2 Maintenance

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Replacing consumables and maintenance unit

This section describes the replacement method of consumables and maintenance unit and their lifespan.

Consumables and maintenance unit service life

Ballpark indicator of replacement of consumables and maintenance unit is as follows.

- Toner cartridge (CMYK)

  When a regular toner cartridge is installed, it will reach its service life after printing about 10,000 copies. When a large size toner cartridge is installed, it will reach its service life after printing about 24,000 copies. (A4 1-side printing. Print density is as far factory default settings and compliant to ISO/IEC19798)

  Printing quality will decline after 1 year has passed from opening the package. Therefore, prepare a new toner cartridge.

- Ballpark indicator of image drum (CMYK) replacement

  When 3 pages of A4 size documents are printed at once with transverse feed with 1-side printing, it will reach its service life after printing about 40,000 copies.

  When one page is printed at once, it will reach its service life when about half the number of copies are printed.

  Printing quality will decline after 1 year has passed from opening the package. Therefore, prepare a new image drum.

- Fuser unit

  When A4 size documents are printed with long edge feed with 1-side printing, it will reach its service life after printing about 150,000 copies.

- Belt unit

  When 3 pages of A4 size documents are printed at once with long edge feed with 1-side printing, it will reach its service life after printing about 150,000 copies.

  When one page is printed at once, it will reach its service life when about half the number of copies are printed.

- Waste toner box

  When 3 pages of A4 size documents with print density* of 5% are printed at once with transverse feed with 1-side printing, it will reach its service life after printing about 40,000 copies.

- Feed roller

  Feed roller is attached to each tray.

  It will reach its service life after printing about 120,000 pages for each tray.

*: Print density is the proportion of area having toner on printable area of 1 page.

Memo

- Number of printable pages/service life are reference values when using the printer under normal conditions. Service life may reach earlier than that described here depending on the print contents and condition of use.

❑ Only for C941/ES9541dn

- Toner cartridge (Clear/White)

  When A4 size documents with print density* of 5% are printed with long edge feed with 1-side printing, it will reach its service life after printing about 10,000 pages.

- Image drum (Clear/White)

  When 3 pages of A4 size documents are printed at once with long edge feed with 1-sided printing, it will reach its service life after printing about 20,000 pages.

*: Print density is the proportion of area having toner on printable area of 1 page.

Memo

- Number of printable pages/service life are reference values when using the printer under normal conditions. Service life may reach earlier than that described here depending on the print contents and condition of use.

When the replacement period is approaching

When the replacement period of consumables and maintenance unit approaches, the following message will appear and the <ATTENTION> lamp will blink.

Replace consumables and maintenance unit when "Replace ..." appears in the message.

Pressing the [HELP] button in the operation panel will display the replacement procedure. You can easily replace the consumables and maintenance unit according to the guidance. For details, refer to "Operating the Help screen"(P.13).

Item	Message displayed on the liquid crystal panel		Number of pages that can be printed when the replacement period approaches to the time for replacement	Reference pages
	When the replacement period approaches	When it is time for replacement		
Toner Cartridge	[COLOR]* Toner Low	Toner Empty Replace [COLOR]* Toner Please see HELP for details	Yellow, magenta, cyan, black, clear About 1,000 pages White: About 700 pages	page 55
Image Drum	[COLOR]* Image Drum Near Life	Image Drum Life Replace [COLOR]* Image Drum Please see HELP for details	About 1,000 pages	page 57
Fuser Unit	Fuser Unit Near Life	Fuser Unit Life Replace Fuser Unit Please see HELP for details	About 10,000 pages	page 65
Belt Unit	Belt Unit Near Life	Belt Unit Life Replace Belt Unit Please see HELP for details	About 10,000 pages	page 60
Waste Toner Box	Waste Toner Near Full	Waste Toner Full Install New Waste Toner Box Please see HELP for details	About 5,000 pages	page 67
Feed Roller	-	-	-	page 69

*:[COLOR]: Either of Only Yellow, Only Magenta, Only Cyan, Only Black, White, and Clear will be displayed.
(While and Clear will appear only for C941/ES9541dn.)

Replacing toner cartridges

⚠WARNING

- Do not throw toner or toner cartridge in fire. Toner may fly off causing burn injury.

- Do not store toner cartridge in a place with fire. It may catch fire causing fire damage or burn injury.

- Do not clean up spilled toner using an electric vacuum cleaner. When spilled toner is cleaned up using an electric vacuum cleaner, there is a risk of fire due to sparks from the electrical contacts. Wipe off and remove the toner spilled on the floor using a wet cloth.

⚠CAUTION

- There are high temperature parts in side the device. Do not touch near the places with "Caution: High Temperature" label. It may cause burn injury.

- Keep the toner cartridge away from children's reach. If children drink toner cartridge by mistake, immediately consult the physician.

- When toner is inhaled, gargle with a lot of water and move the person to a place with fresh air. Consult a physician as necessary.

- When there is toner on skin of hands etc., wash it off with liquid soap.

- It toner gets into eyes, immediately wash it off with a large quantity of water. Consult a physician as necessary.

- When toner is swallowed, dilute the toner by drinking a large quantity of water. Consult a physician as necessary.

- When solving paper jam or when replacing toner cartridge, take care that your hands and clothes are not stained with toner. When there is toner on skin of hands etc., wash it off with liquid soap.
- When clothes are stained with toner, wash them in cold water. Heating it such as washing in hot water will dye the toner on clothes, and it stains may not remove easily.

- Do not disassemble the toner cartridge. It may scatter toner, because of which people may inhale it, and it may stain clothes and hand.

- Store the used toner cartridge in a bag such that toner does not scatter.

- If toner is spilled on the floor, wipe it up carefully using a damp cloth to prevent the toner from scattering.

■ Types of toner cartridge

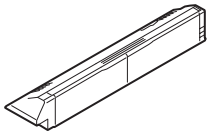
Following toner cartridges can be used with this device.

Item	Remarks
Toner Cartridge Only Black	
Toner Cartridge Only Yellow	
Toner Cartridge Only Magenta	
Toner Cartridge Only Cyan	
Toner cartridge Spot Color White	Only for C941dn. Can not be used in C911dn/ C931dn.
Toner cartridge Spot Color Clear	

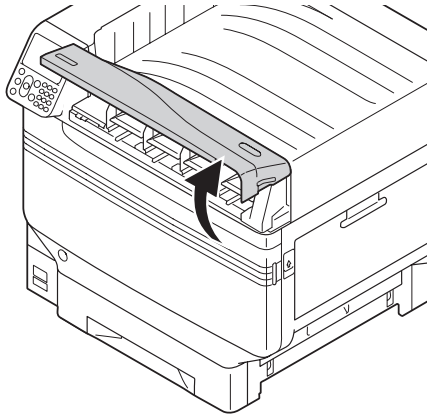
Replacing Toner Cartridges

Example) In the case of Toner Cartridge Cyan (C)

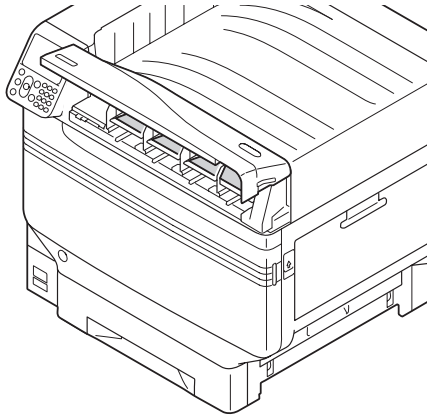
1 Prepare a new toner cartridge.



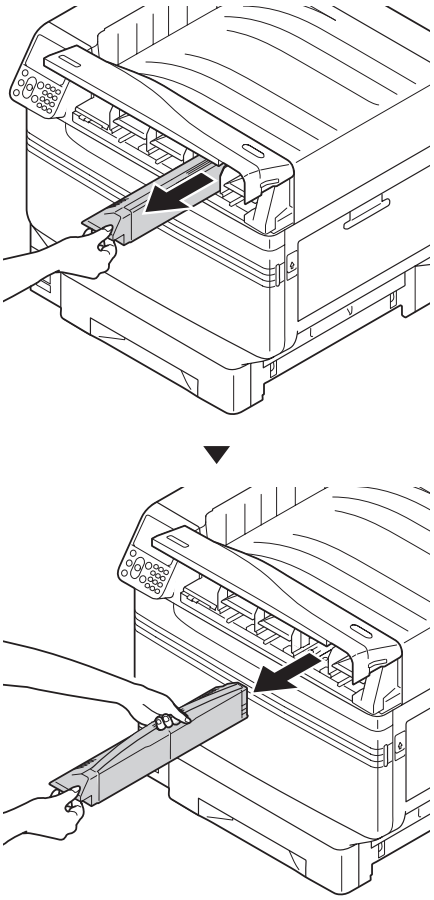
2 Open the toner replacement cover.



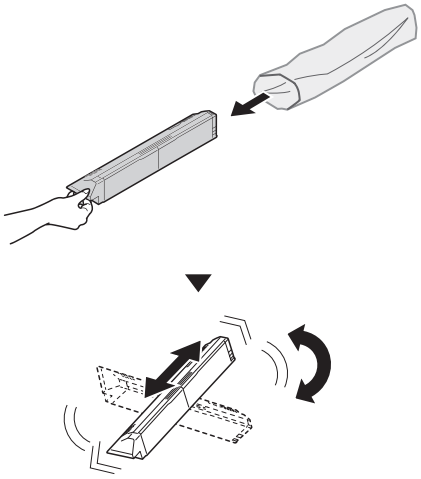
3 Check the position of toner cartridge to be replaced, via the label letters and color.



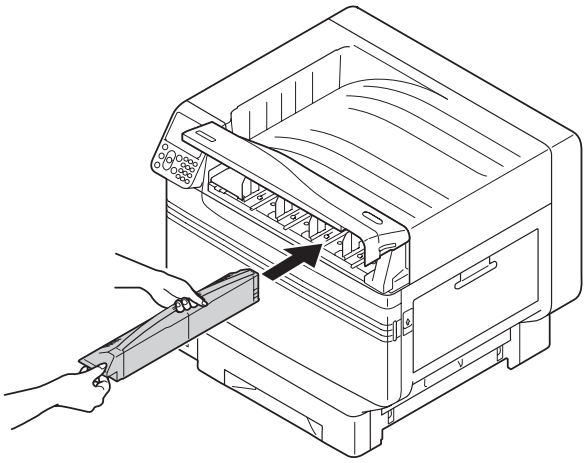
4 Remove the toner cartridge.



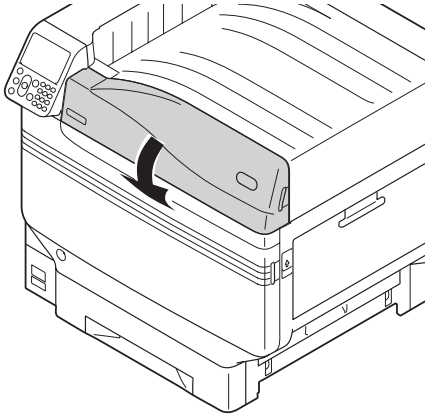
5 Remove the new toner cartridge from its packaging, and shake it vertically and horizontally.



6 Check the position of the slot that has a label stuck on it with the same letters and colors, and firmly push the toner cartridge in as far as it will go.



7 Close the toner replacement cover.



Memo

- Even after replacing the toner cartridge, if the [Replace Toner] message does not disappear, it is possible that the toner cartridge is not installed firmly. Reinstall it correctly.
- If Error709 appears after replacing the toner cartridge, refer to "When a message related to replacement of consumables appears"(P.33) of this manual.

8 Please support recycling of the used toner cartridges.

Memo

- When disposing of the used toner cartridge in unavoidable circumstance, put it in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.

Replacing Image Drums

■ Types of image drum

Image drums that can be used with this printer are as follows.

Item	Remarks
Image Drum Only Black	
Image Drum Only Yellow	
Image Drum Only Magenta	
Image Drum Only Cyan	
Image drum Spot Color White	Only for C941dn. Can not be used in C911dn/ C931dn.
Image drum Spot Color Clear	

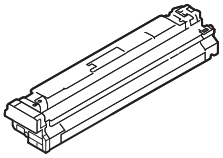
Note

- Do not expose the image drum to direct sunlight or strong light (About 1,500 lux or more). Do not keep it for more than 5 minutes even under room lighting.

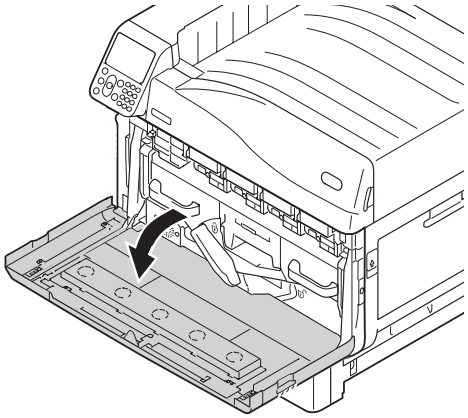
Replacing Image Drums

Example) In the case of Image Drum (K)

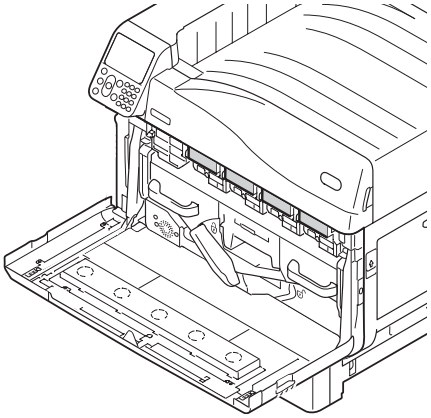
1 Prepare the new image drum.



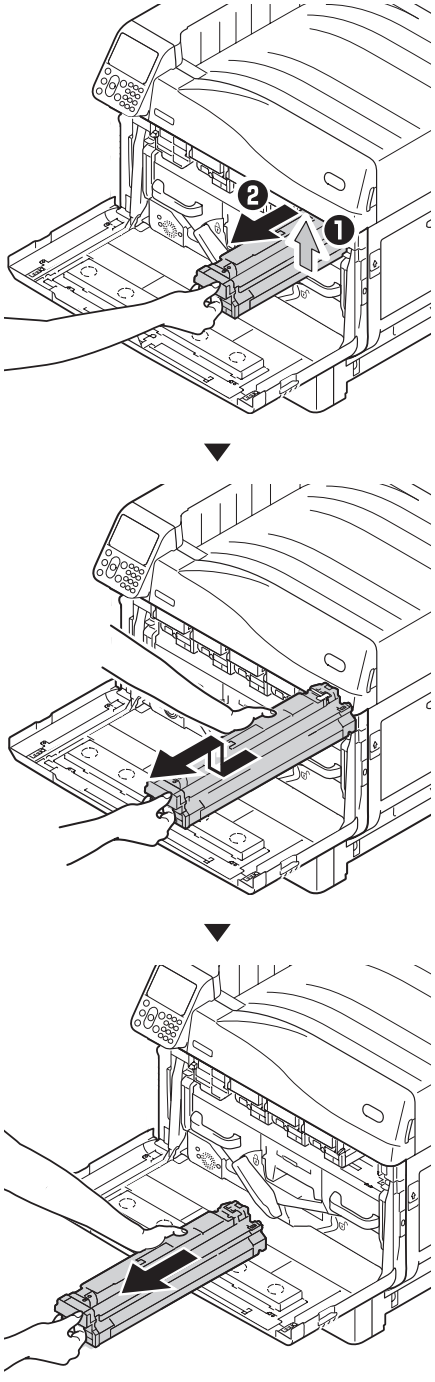
2 Open the front cover.



3 Check the position of replacement image drum via the label letters and color.

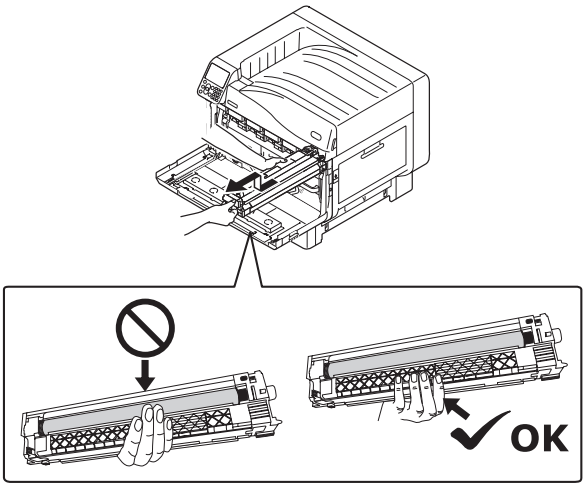


4 Gently lift the handle (blue) upwards, and remove the image drum taking care that your hand does not touch the drum on the lower side (green cylindrical section).

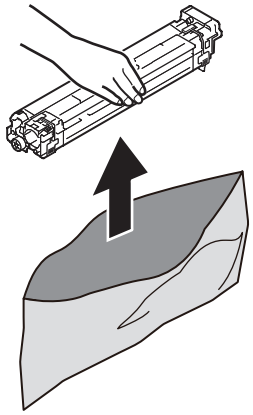


! Note

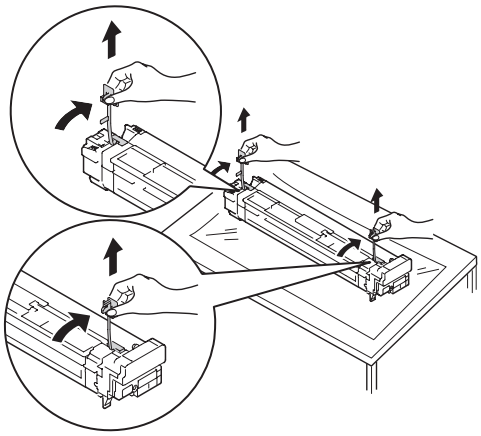
- Ensure not to touch or damage the drum



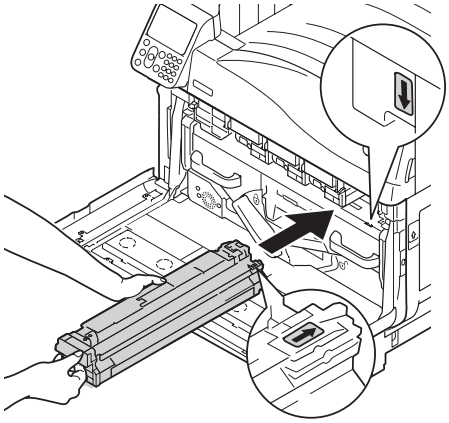
5 Remove the new image drum from its packaging.



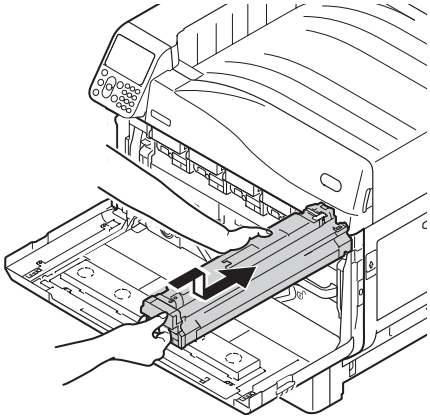
6 Remove the stopper (orange).



7 Align the image drum and arrow label (red) of printer, slowly insert in the slot taking care that your hand does not touch the photoreceptor (green) below, and firmly push it inside.

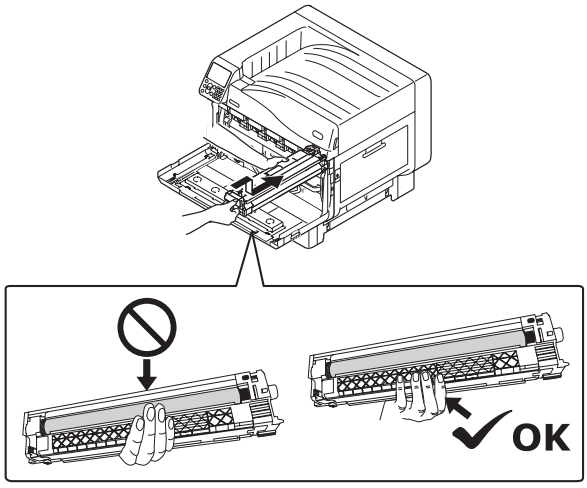


▼

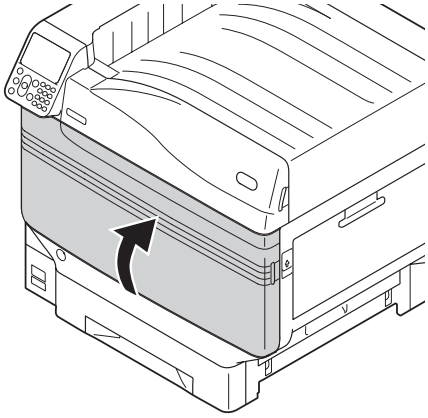


Note

- Ensure not to touch or damage the drum



8 Close the front cover.



Memo

- If Error709 appears after replacing the image drum, refer to "When a message related to replacement of consumables appears"(P.33) of this manual.

9 Please support recycling of the used image drums.

Memo

- When disposing of the used image drums in unavoidable circumstances, put it in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.

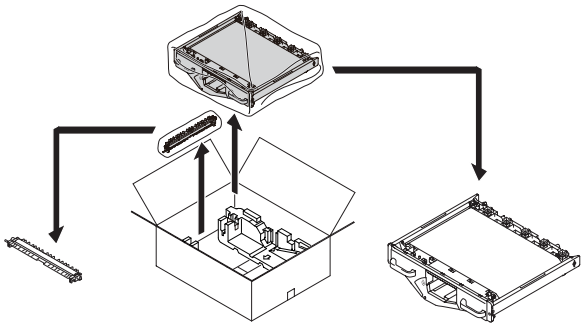
Replacing belt units and transfer roller units

■ Types of belt unit and transfer roller unit

The following belt units and transfer roller units can be used with this printer.

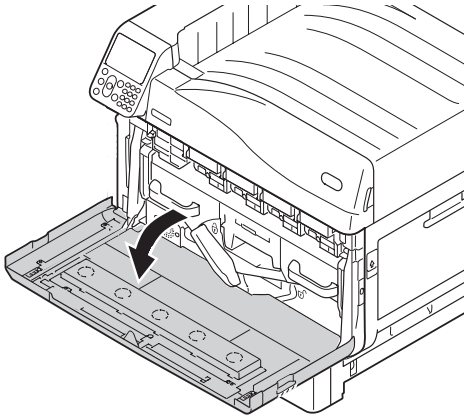
Item
Belt unit

1 New transfer roller unit is supplied with the new belt unit in the same package.

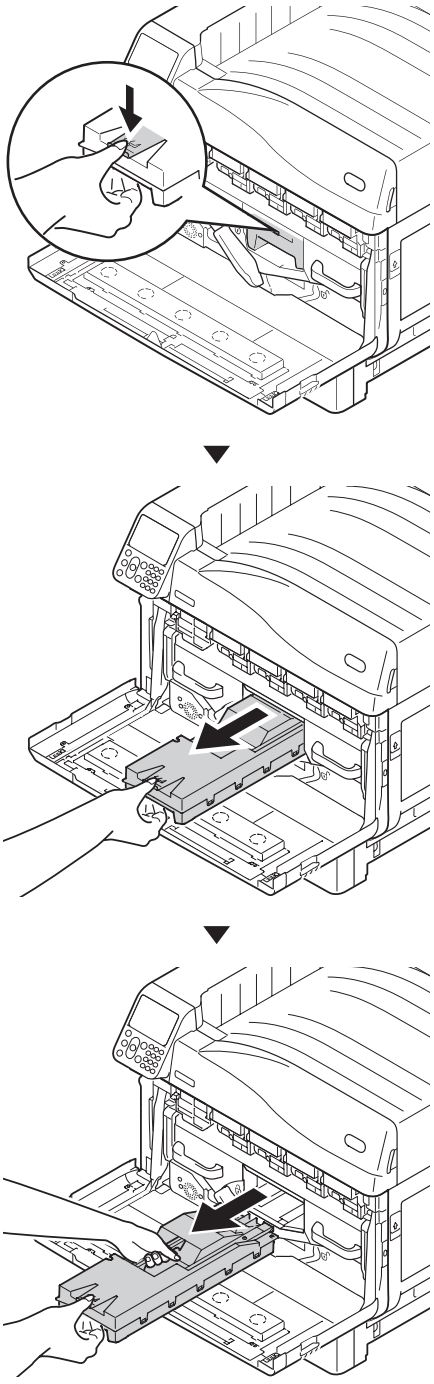


❑ [Replacing the Belt Unit]

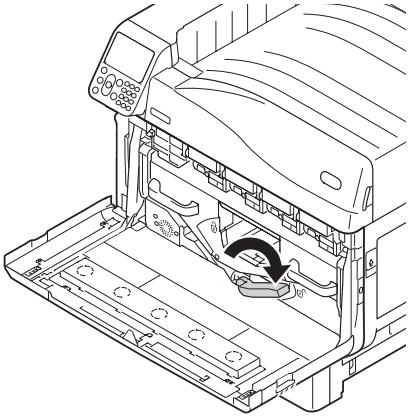
2 Open the front cover.



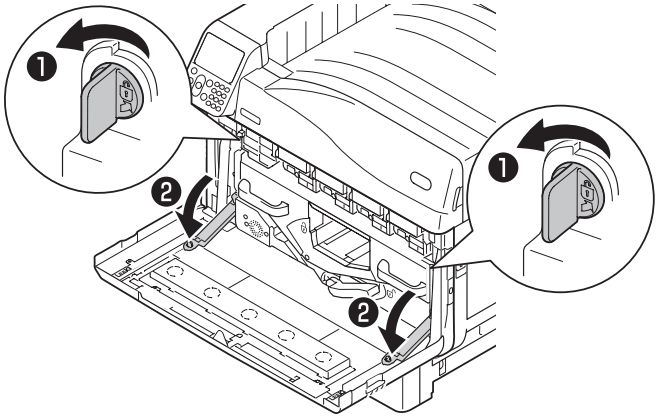
3 Remove the waste toner box.



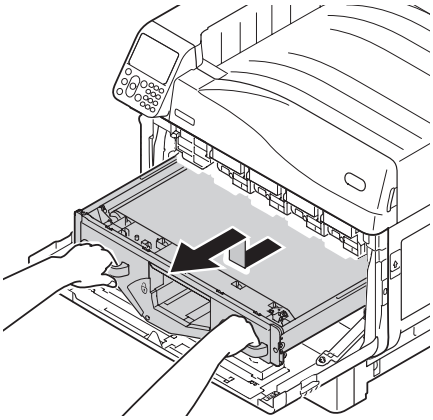
4 Push the center lever (blue) to the right.

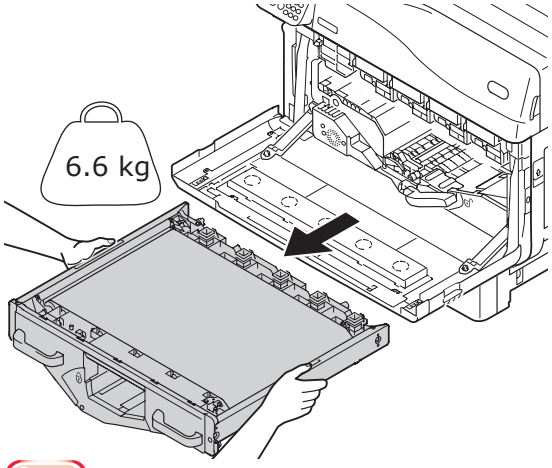


5 Rotate the belt unit left/right lock lever knob (blue) to the left, and push the lock lever towards yourself.



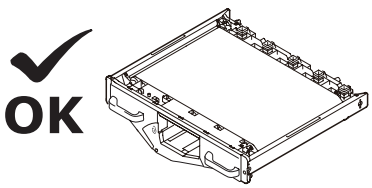
6 Hold the handle and pull out the belt unit, hold the left-right label part (blue) and remove the belt unit.

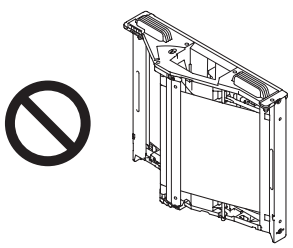




! Note

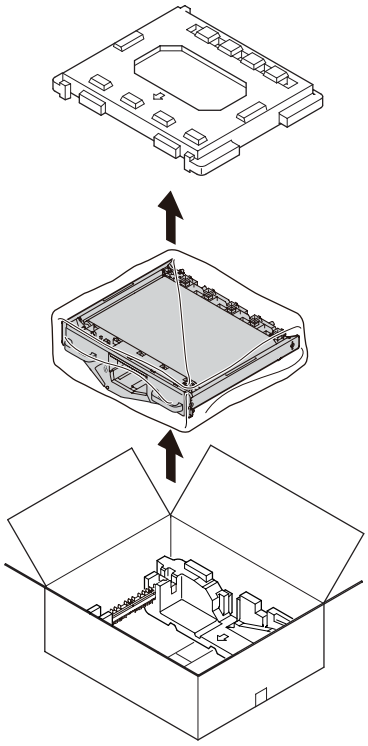
- Removing the belt unit will expose all image drums to light. For preventing the optical deterioration of image drums, do not leave them as it is for more than 5 minutes after removing the belt unit. When leaving for more than 5 minutes, close the front cover, or remove all image drums and store them in a safe place where they are not directly exposed to sunlight or fluorescent light.
- Never place the belt units that have you removed in a vertical direction.



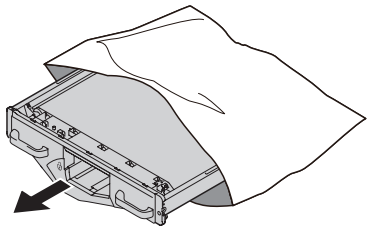


- Ensure that waste toner does not spill when removing the belt unit.

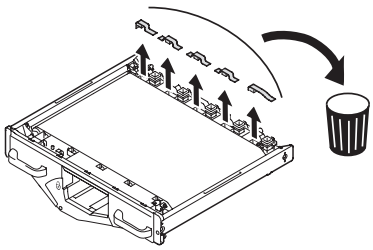
7 Remove belt unit.



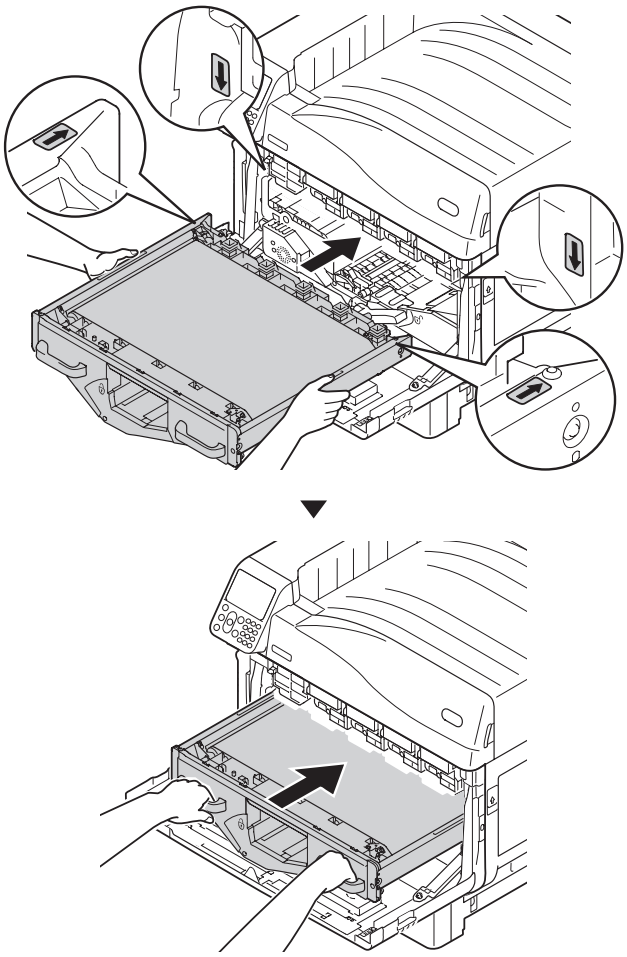
8 Remove the new belt unit from its packaging.



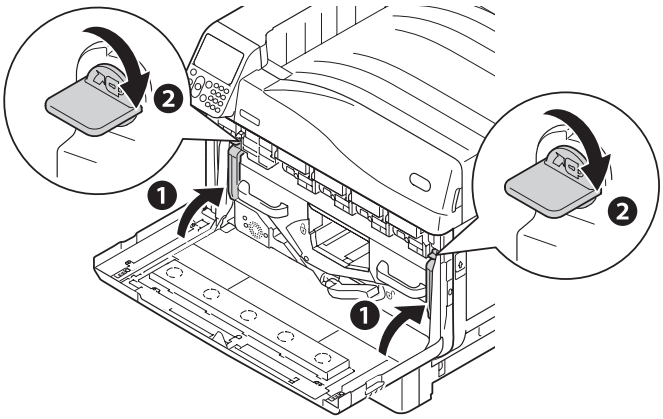
9 Remove stopper from the belt unit you have removed.



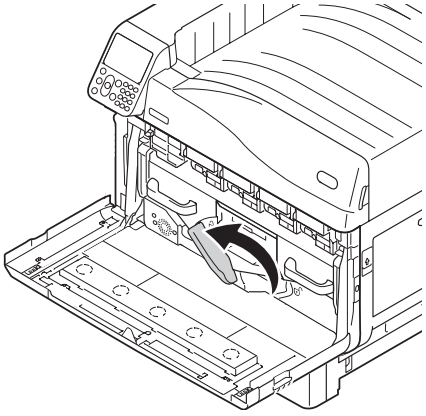
10 Align the new belt unit and arrow label (red) of the printer, set it in the printer, and firmly press it inside.



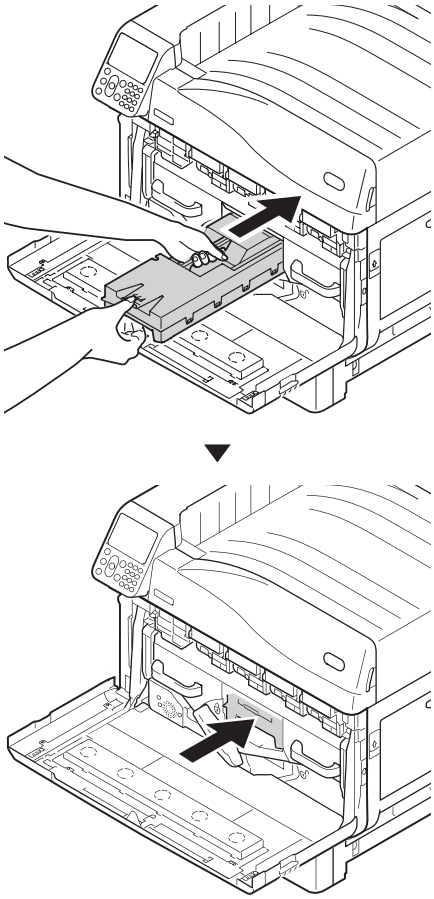
11 Raise the belt unit left/right lock lever, rotate the lock lever knob (blue) to the right and lock it.



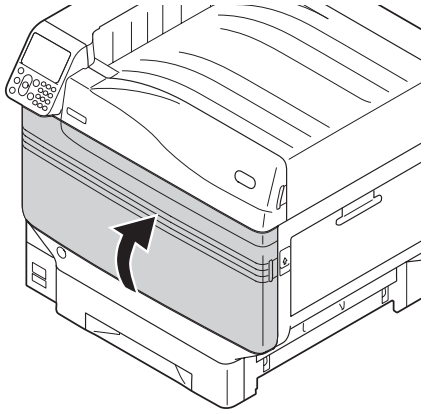
12 Return the center lever (blue) to the left.



13 Set the waste toner box on the printer.

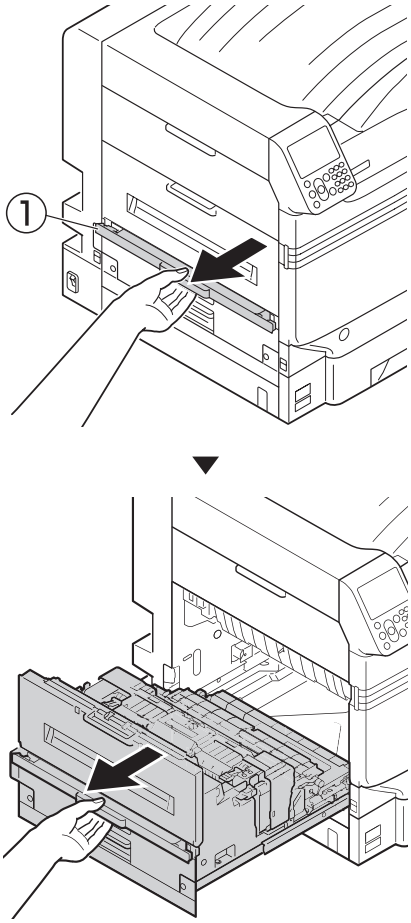


14 Close the front cover.



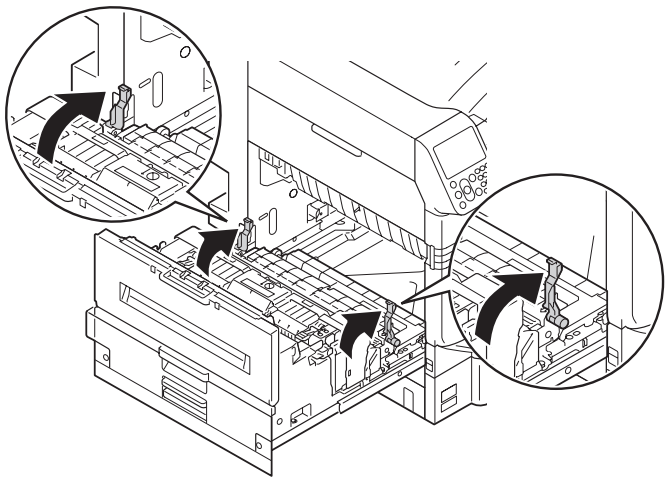
❑ [Replacing the transfer roller unit]

15 Lift opener (①) of the output unit, and pull out the output unit.

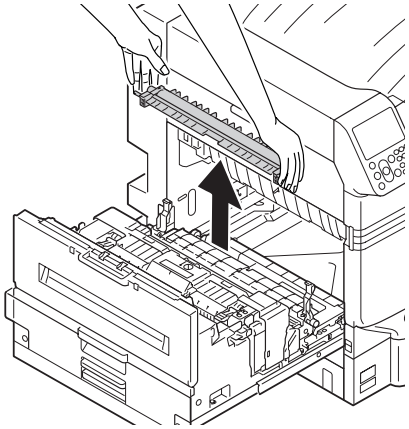


16 Pull up both tips of the transfer roller unit's lock lever (blue).

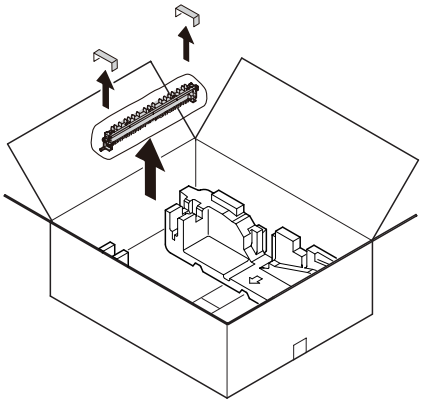
⚠ CAUTION	**There is a risk of burns.**	
Do not touch the fuser unit because it is hot.		



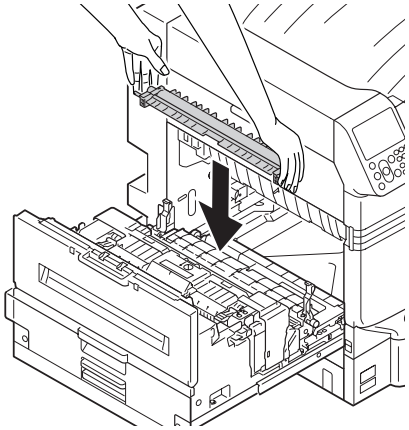
17 Hold the transfer roller unit's label part (blue) and remove it.



18 Remove transfer roller unit.



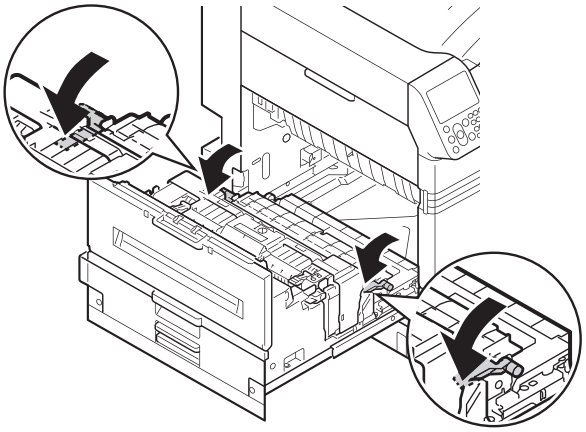
19 Set the new transfer roller unit to the output unit.



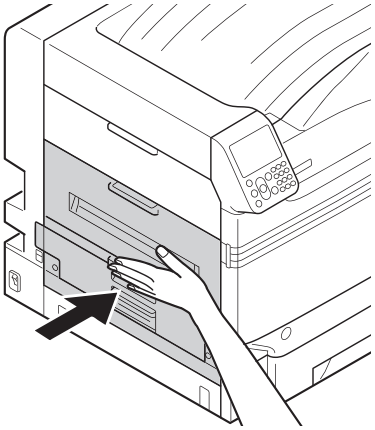
Note

- Do not touch the sponge of the transfer roller unit.

20 Push both sides of the lock lever (blue) down.



21 Put the output unit back into the printer.



22 Please support recycling of the used belt unit and transfer roller unit.

Memo

- When disposing of the used belt unit and transfer roller unit in uunavoidable circumstances, put them in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.

Replacing fuser units

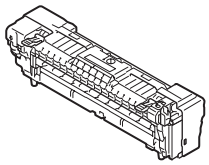
■ Types of fuser unit

Following fuser units can be used with this device.

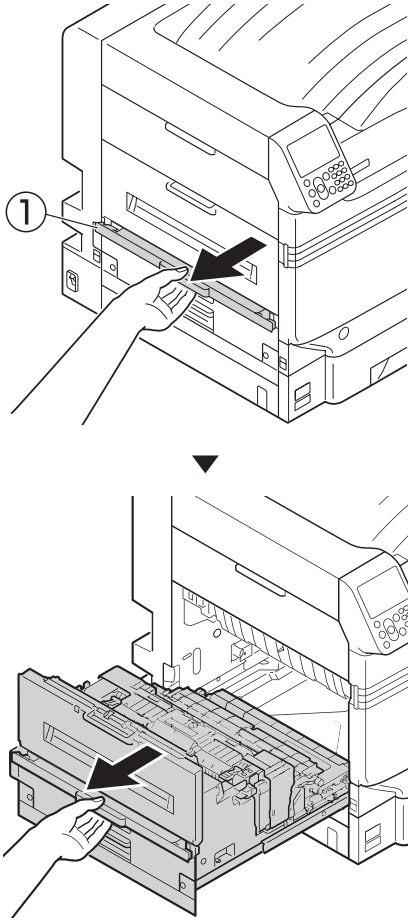
Item
Fuser unit

Replacing fuser units

1 Prepare a new fuser unit.

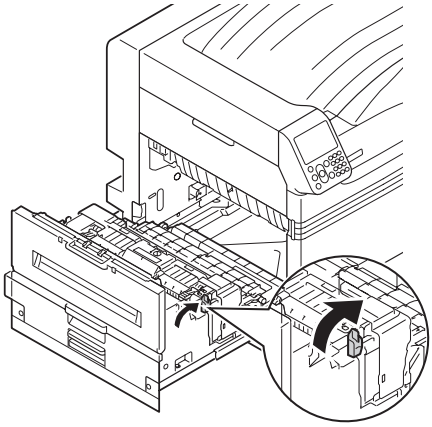


2 Lift opener (①) of the output unit, and pull out the output unit.

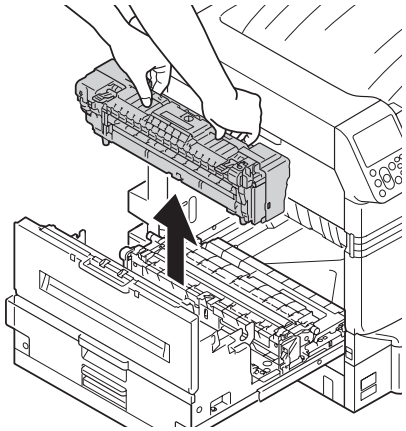


3 Pull up the fuser unit's lock lever (blue).

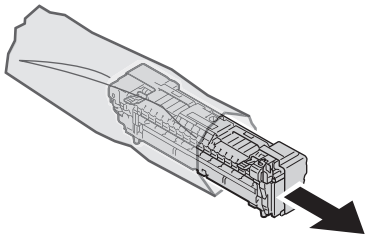
⚠CAUTION	There is a risk of burns.	
Do not touch the fuser unit because it is hot.		



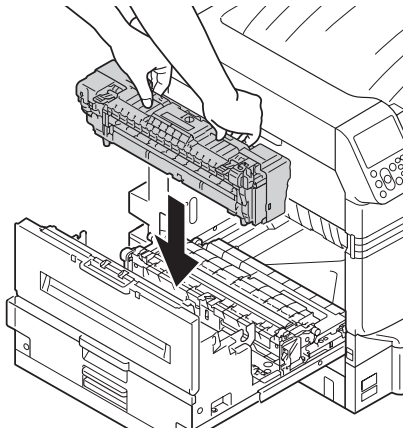
4 Hold the fuser unit's handle with both hands and remove it.



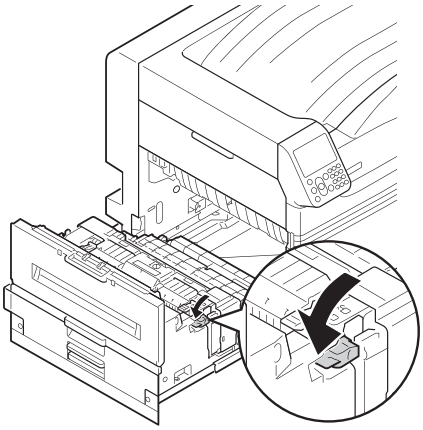
5 Remove the new fuser unit from its packaging.



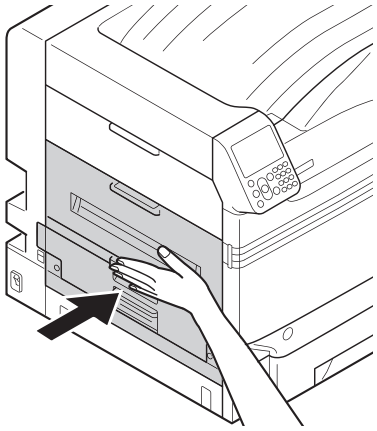
6 Hold the new fuser unit handle with both hands, and set it to the exit unit.



7 Push down the fuser unit's lock lever (blue).



8 Put the output unit back into the printer.



9 Please support recycling of the used fuser units.

Memo

- When disposing of the used fuser unit in unavoidable circumstances, put it in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.

Replacing waste toner boxes

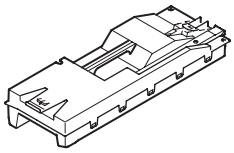
■ Types of waste toner box

The following waste toner box can be used with this device.

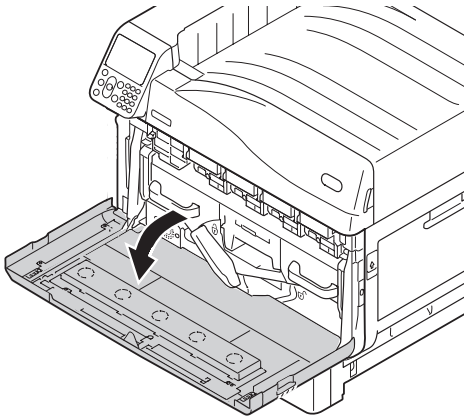
Item
Waste Toner Box

Replacing waste toner boxes

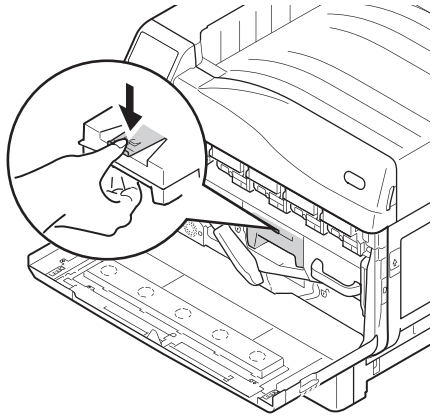
1 Prepare a new waste toner box.

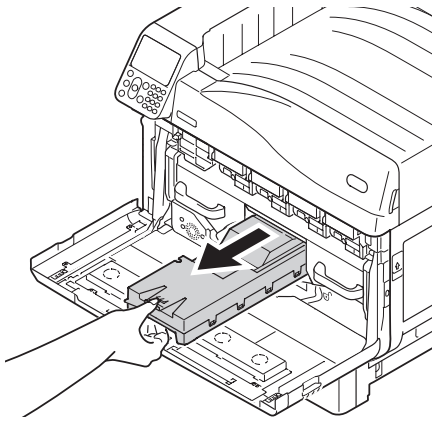


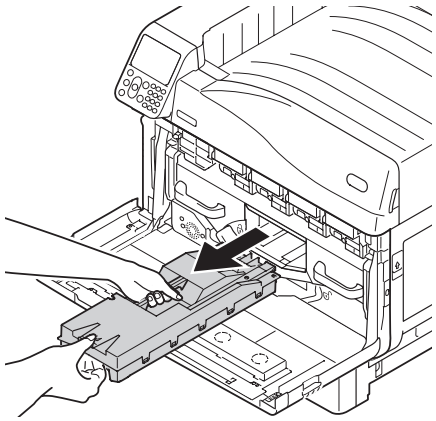
2 Open the front cover.



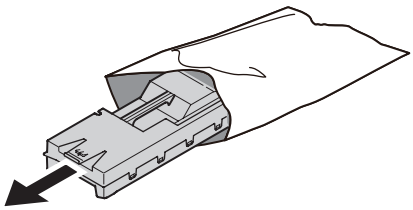
3 Remove the waste toner box from the printer.



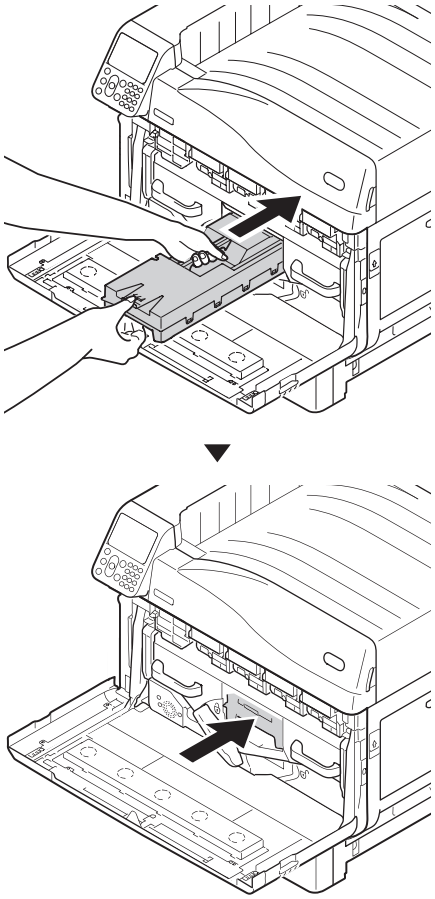




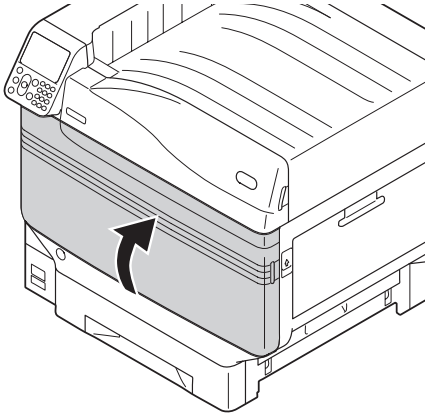
4 Remove the new waste toner box from its packaging.



5 Install the new waste toner box to the printer.



6 Close the front cover.



7 Please support recycling of the used toner boxes.

Memo

- When disposing of the used waste toner box in unavoidable circumstances, put it in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.

Replacing paper feed rollers

Rough guide of replacing paper feed rollers is about 120,000 pages for each tray.

■ Types of paper feed rollers

The following paper feed rollers can be used with this device.

Item
Paper feed roller set
Paper feed roller set (for Multi-Purpose Tray)

Replacing paper feed rollers of Tray 1 to Tray 5

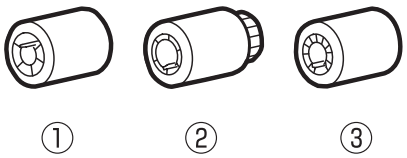
There are three types of paper feed rollers.

① Center is white

② With gear

③ Center is blue

Items to be prepared: Paper feed rollers - 3 nos.

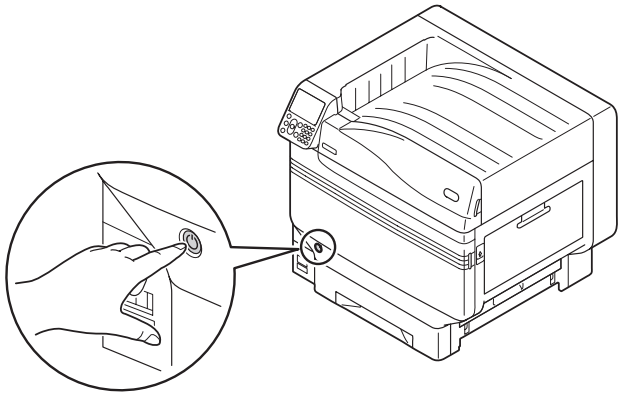


① ② ③

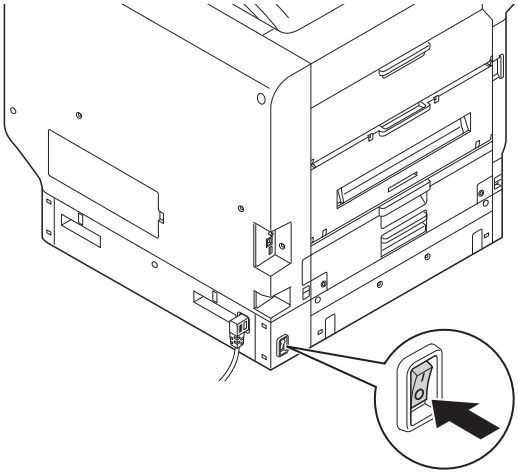
Example) When replacing the paper feed roller of Tray 1

1 Remove wrist watch, bracelet, etc.

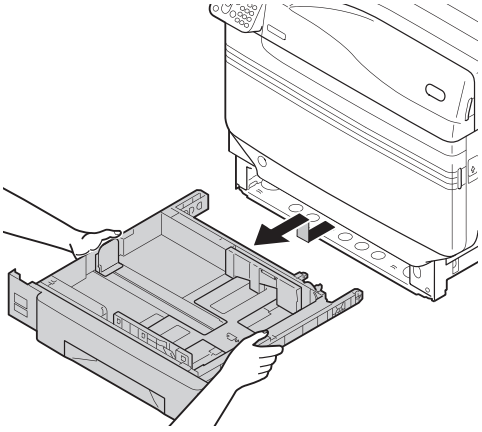
2 Press and hold the power switch for approximately 1s to switch off the power supply.



3 Check that the operation panel is completely turned off, and then switch off the main power supply.



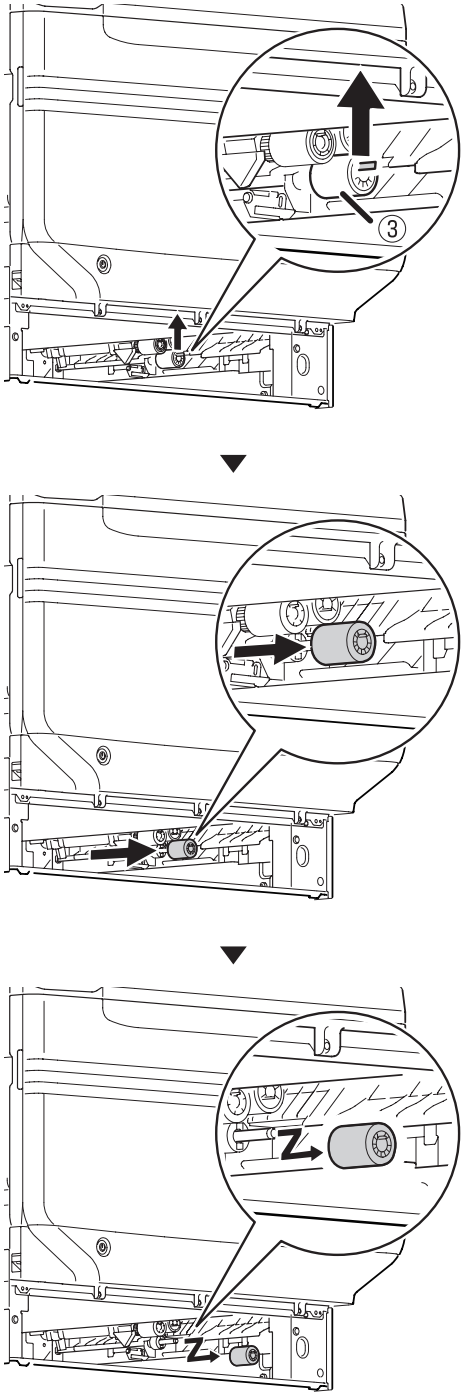
4 Pull out Tray 1.



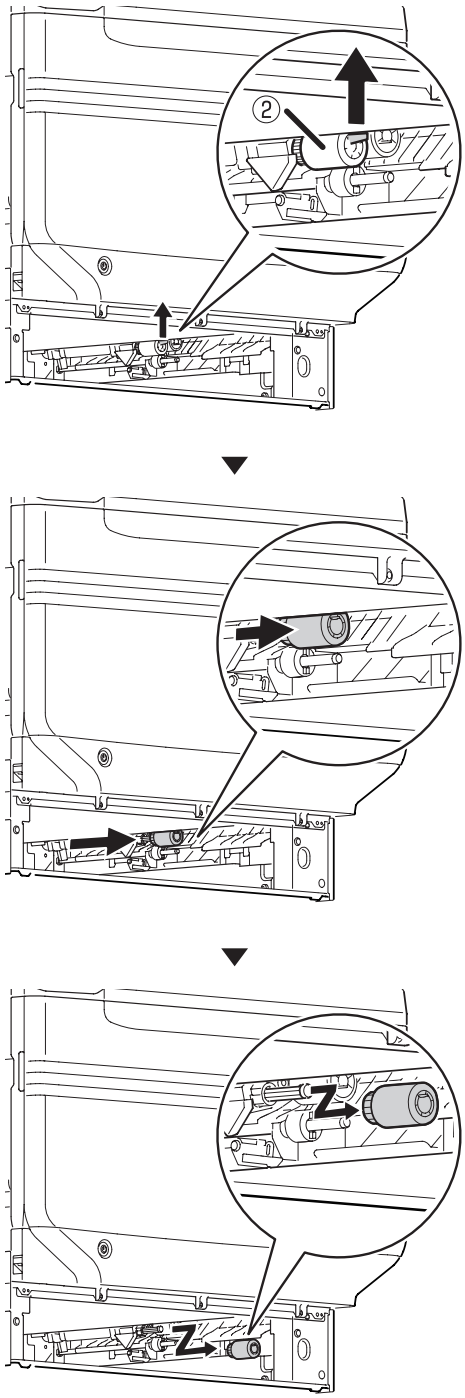
5 While expanding the claws of feed rollers (③) in outside direction, remove them from the axial.

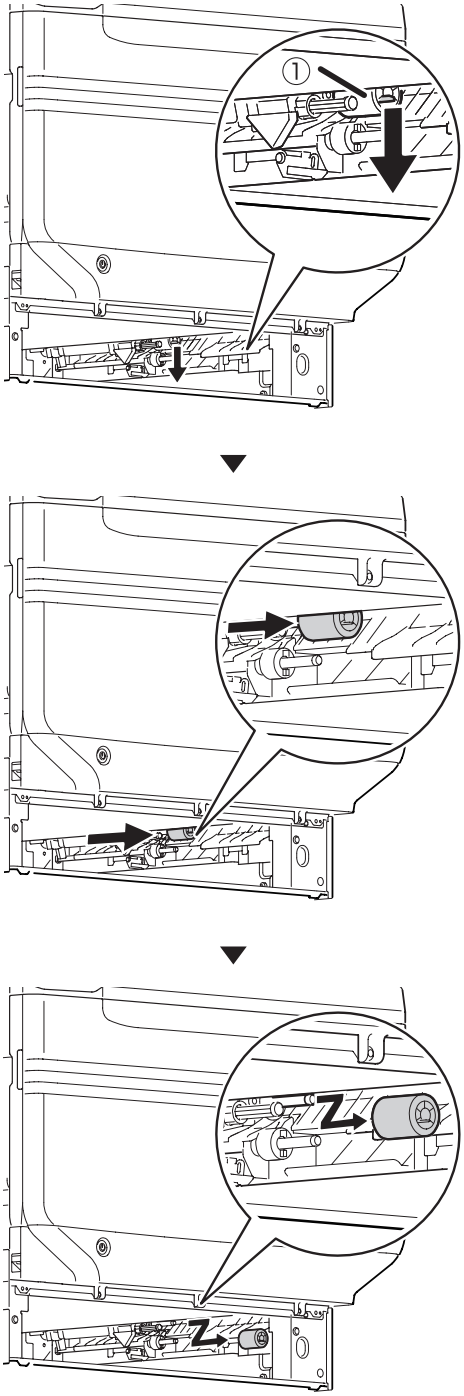
Memo

- When the feed rollers are dark and not visible, open the right side cover ("Removing paper jam in the vicinity of Right Side Cover"(P.14)).

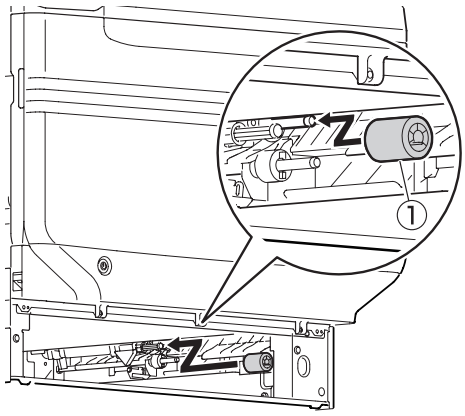


6 Similarly, remove the remaining two paper feed rollers (②, ①).

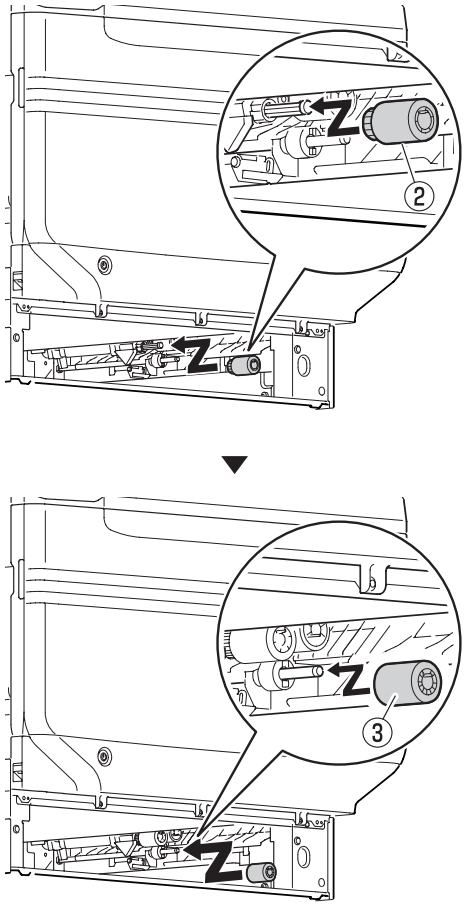




7 Insert the new feed rollers (①) in the axial, and firmly insert up to inside.

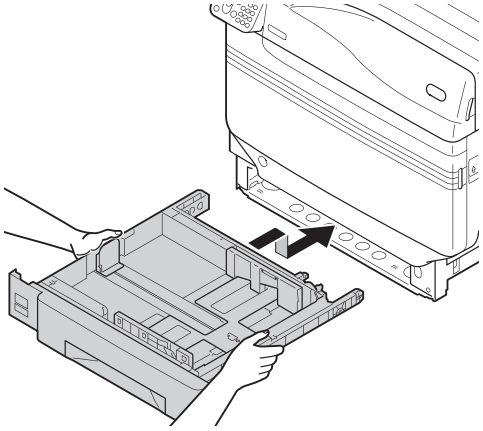


8 Similarly, insert the remaining two paper feed rollers (②, ③).



9 Check that no paper feed roller is missing.

10 Install Tray 1.



11 Switch on the main power supply, press the power supply switch and start the printer.

12 Please support recycling of the used paper feed rollers.

Memo

- When disposing of the used paper feed rollers in unavoidable circumstances, put them in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.

Replacing the paper feed rollers and separator of Multi-Purpose Tray

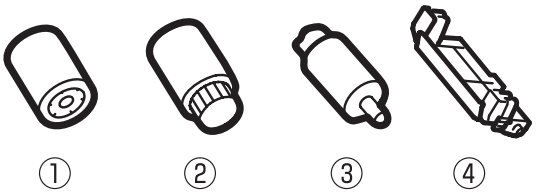
There are three types of paper feed rollers.

① Center is white

② With gear

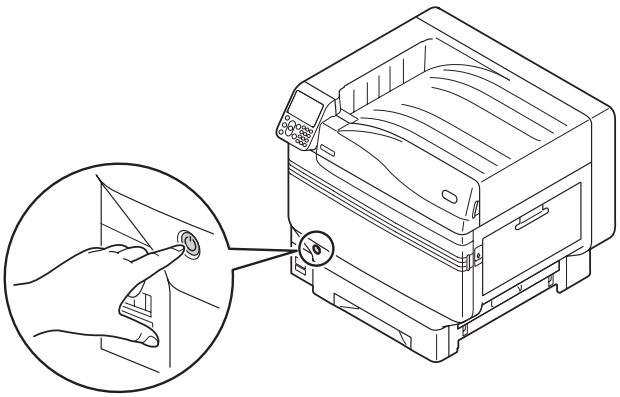
③ Tip of the center is black

Items to be prepared: Paper feed rollers 2 nos., separation roller 1 no., separator 1 no.

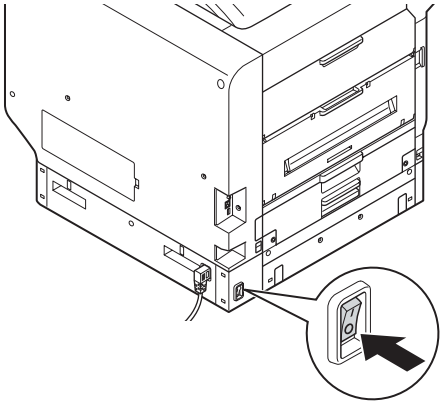


1 Remove wrist watch, bracelet, etc.

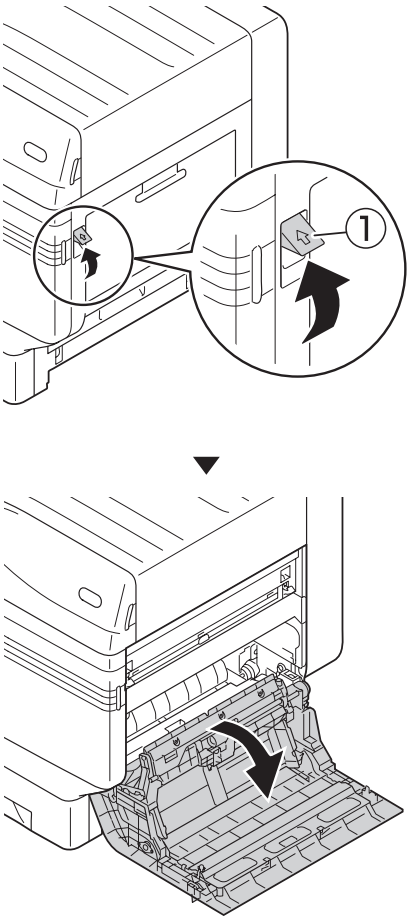
2 Press and hold the power switch for approximately 1s to switch off the power supply.



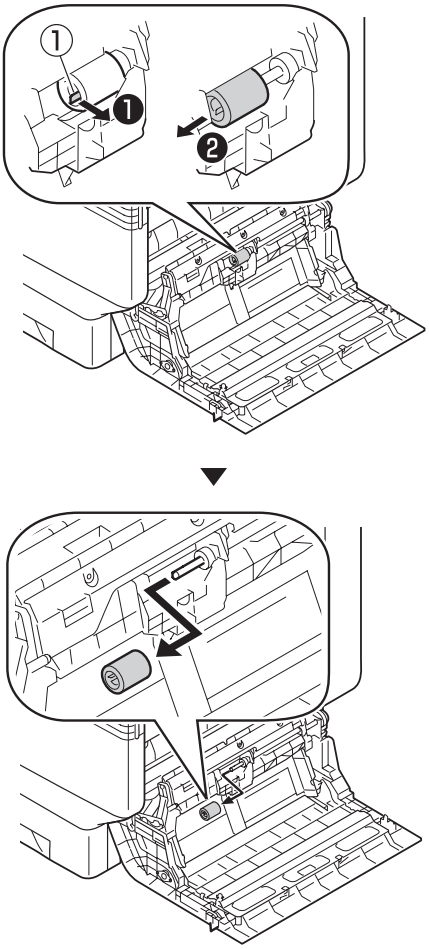
3 Check that the operation panel is completely turned off, and then switch off the main power supply.



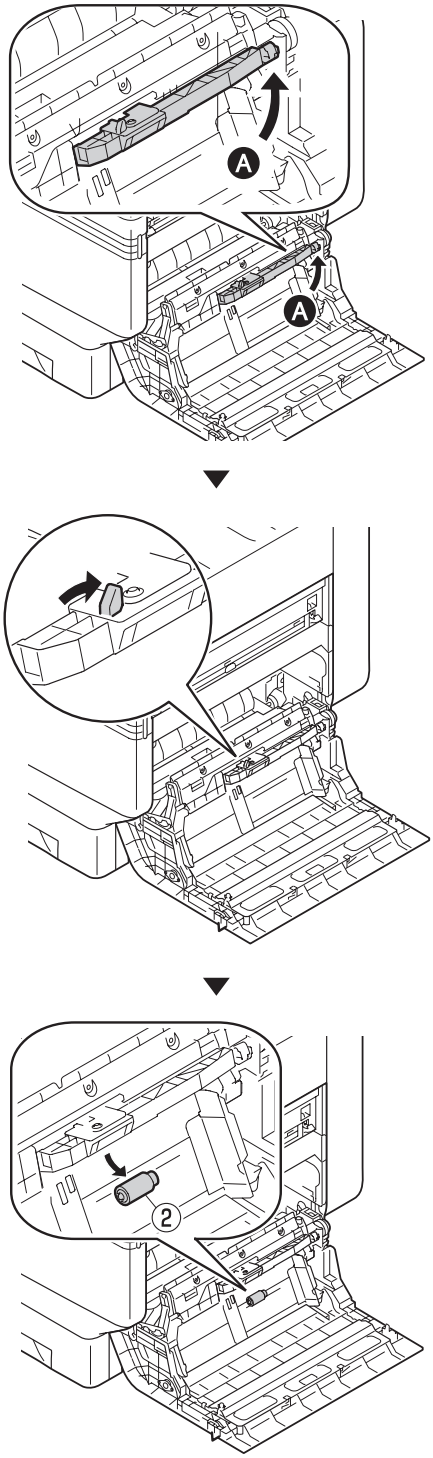
4 Lift the opening(①), and open the right side cover.



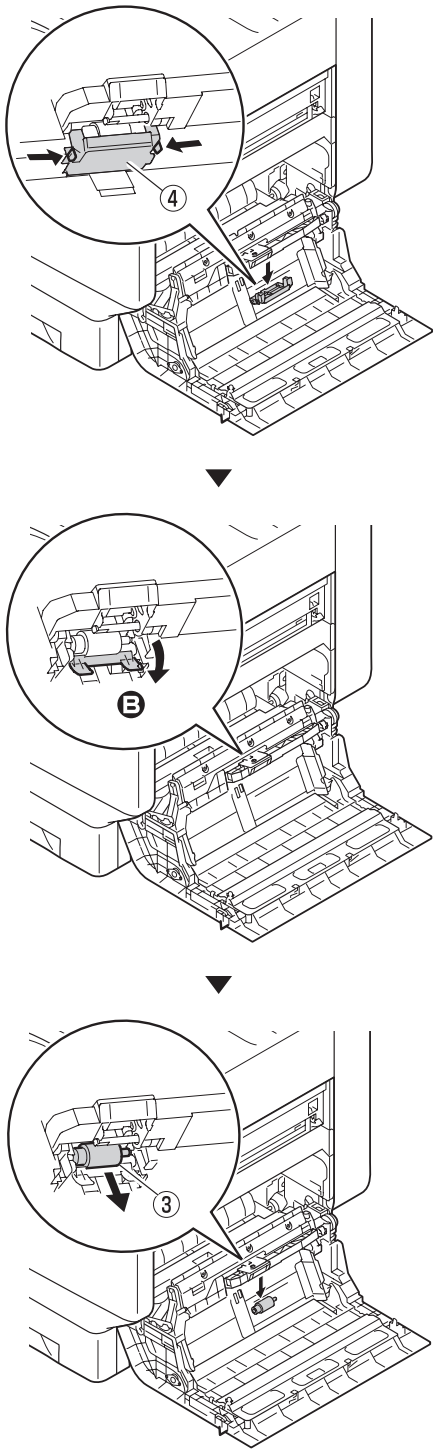
5 While expanding the claws of feed rollers (①) in outside direction, remove them from the axial.



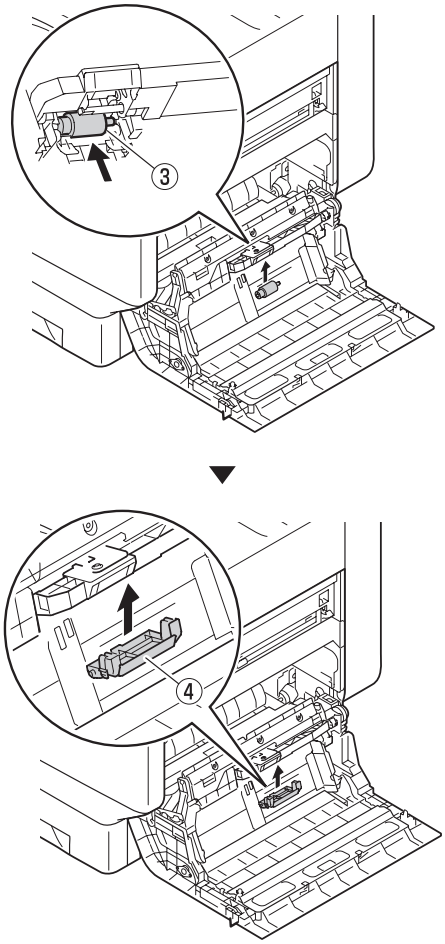
6 Lift Section A, release the claws in the direction shown in figure, and remove the paper feed rollers (②).



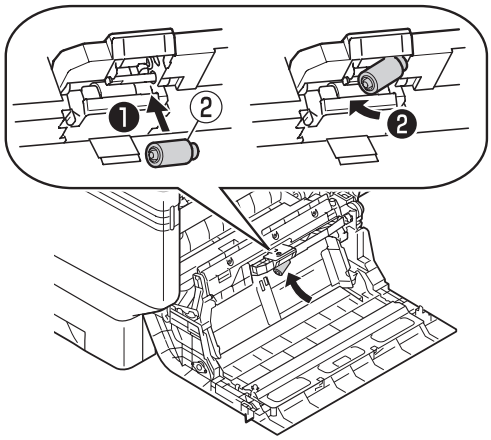
7 Pinch the claws (two places) and remove the separator (④). Open Section B, and remove the separation rollers (③).



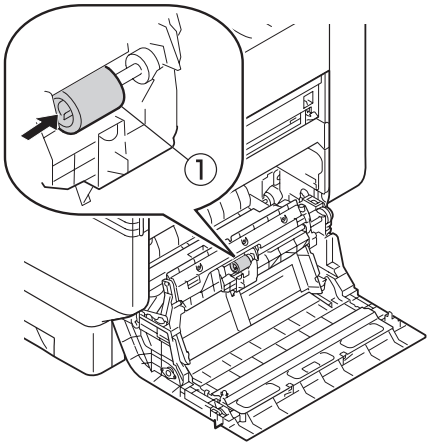
8 Firmly insert the new separation roller (③) along the notch, and mount the separator (④).



9 Insert the new paper feed rollers (②), and firmly insert up to inside along the notch.

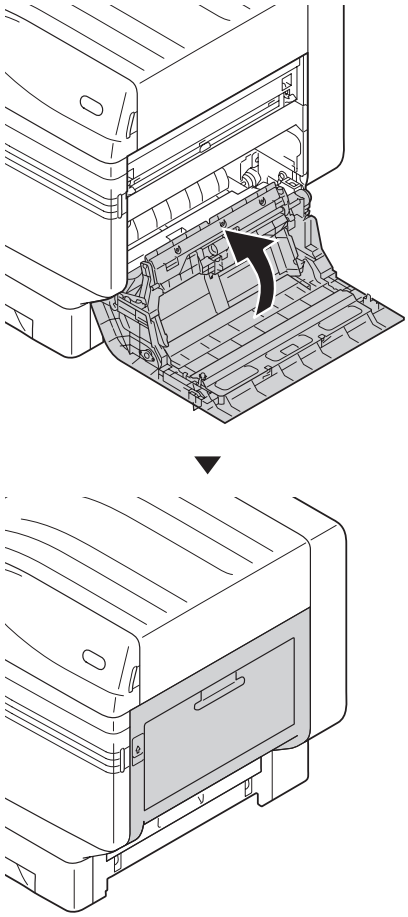


10 Insert the new feed rollers (①) in the axial, and firmly insert up to inside while rotating them.



11 Check that no paper feed roller is missing.

12 Close the right side cover.



13 Switch on the main power supply, press the power supply switch and start the printer.

14 Please support recycling of the used paper feed rollers.

Memo

- When disposing of the used paper feed rollers in unavoidable circumstances, put them in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.

Maintenance of the device

This section describes the cleaning method of the respective part of the device.

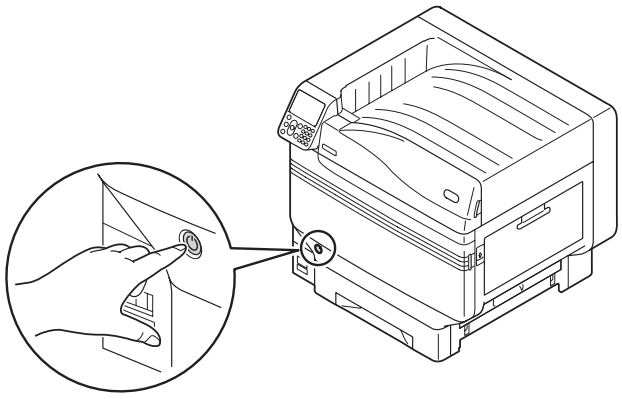
Cleaning printer surfaces

Items to be prepared: Water or neutral washing agent, soft and dry cotton cloth 2 pieces

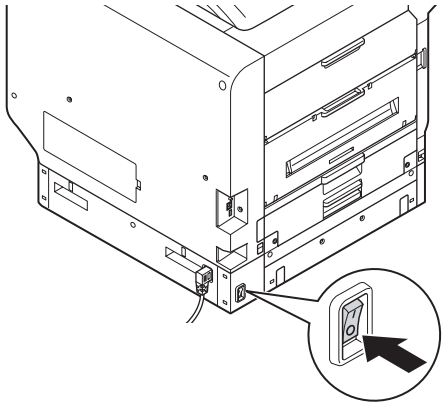
Note

- Do not use Benzene or thinner as it may damage plastic parts and coating.
- Only use water or neutral washing agent.
- It is not necessary to oil the device. Do not oil it.

1 Press and hold the power switch for approximately 1s to switch the power supply.



2 Check that the operation panel is completely turned off, and then switch off the main power supply.



3 Take water or neutral washing agent on one piece of cotton cloth, and wipe with thoroughly squeezed cloth.

Furthermore, wipe off with another dry cotton cloth.

Cleaning LED heads

Clean LED head when there are stripes or white creases on the print, or when letters are blurred.

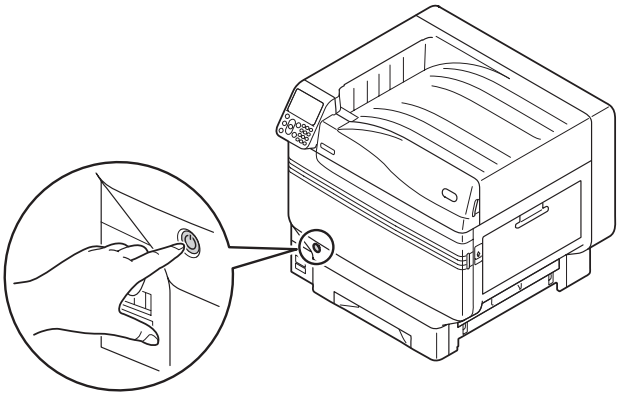
Clean LED head when there is vertical white line on the output paper or when the images disappear vertically, or when the border of the letters is blurred. When LED head is unclean, it may cause paper jam.

Note

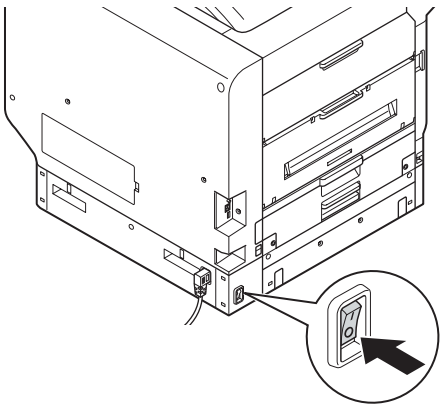
- Do not use methyl alcohol or thinner. It may damage the LED head.
- Do not expose the image drum to direct sunlight or strong light (About 1,500 lux or more). Do not keep it for more than 5 minutes even under room lighting.

Items to be prepared: Soft tissue paper

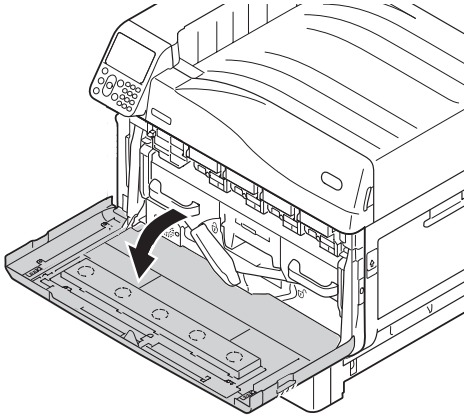
1 Press and hold the power switch for approximately 1s to switch the power supply.



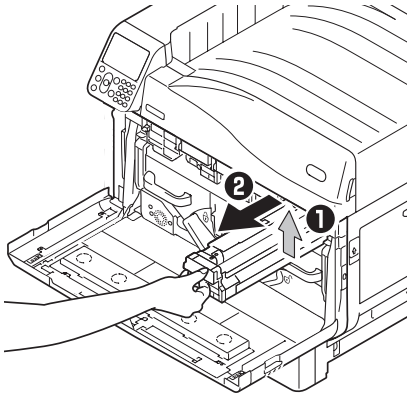
2 Check that the operation panel is completely turned off, and then switch off the main power supply.

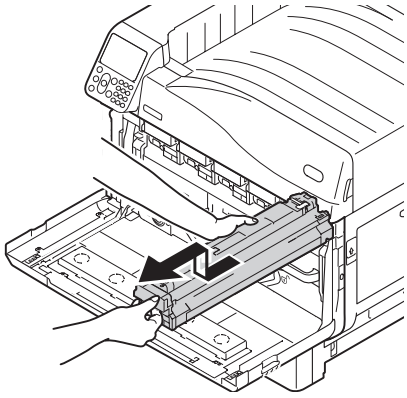


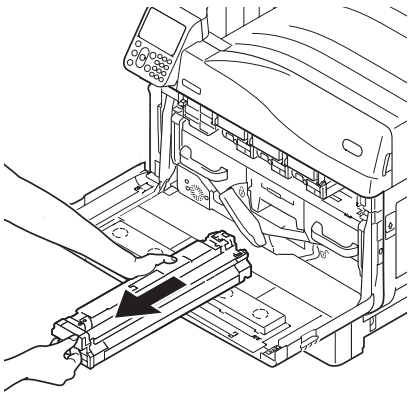
3 Open the front cover.



4 Gently lift the handle (blue) upwards, and remove the photoreceptor from the lower side taking care that your hand does not touch the drum on the lower side (green cylindrical section).

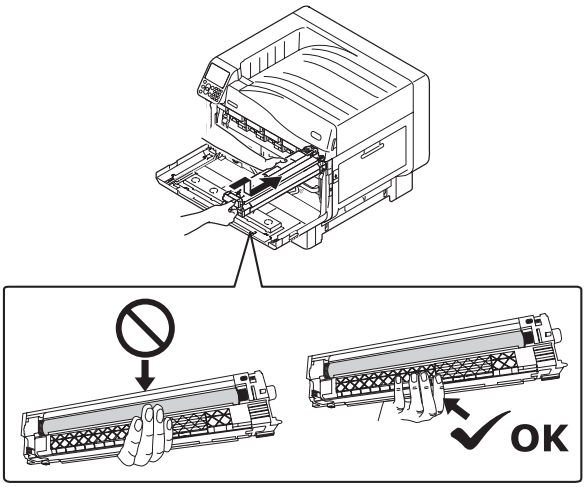




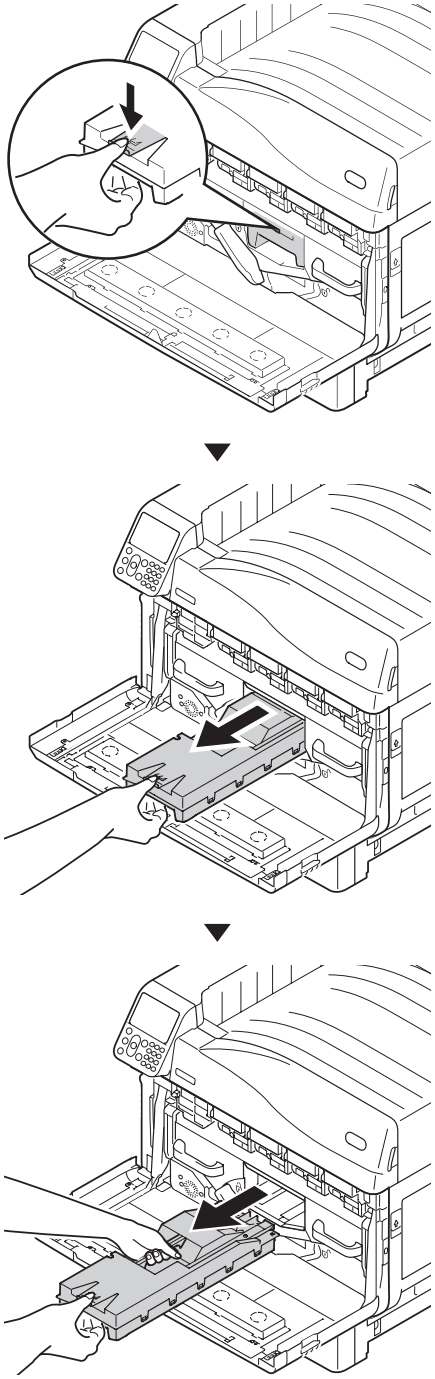


! Note

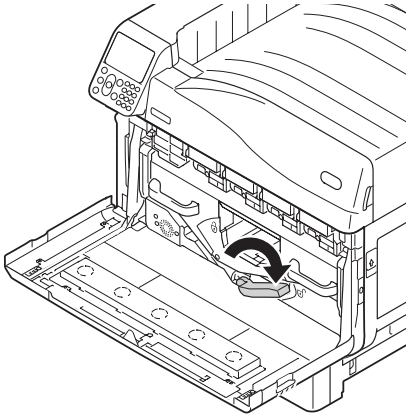
- Ensure not to touch or damage the drum



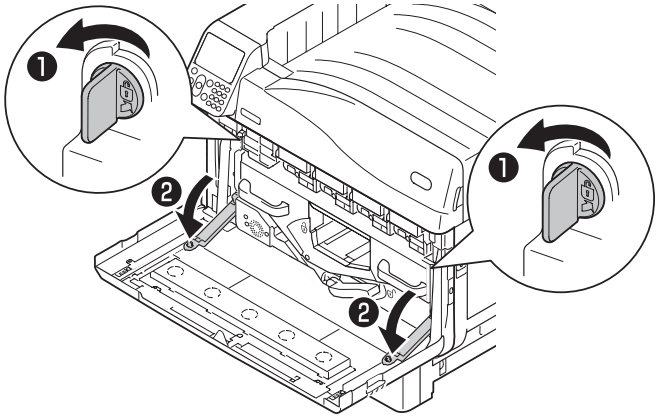
5 Remove the waste toner box from the printer.



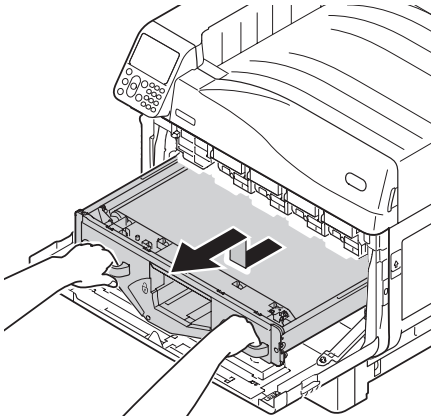
6 Push the center lever (blue) to the right.

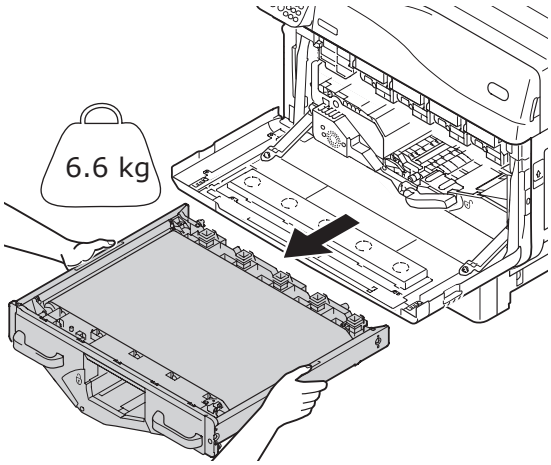


7 Rotate the belt unit left/right lock lever knob (blue) to the left, and push the lock lever towards yourself.



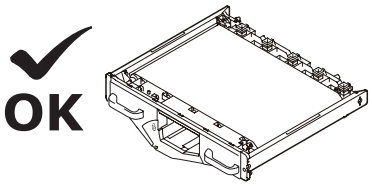
8 Hold the handle and pull out the belt unit, hold the left-right label part (blue) and remove the belt unit.

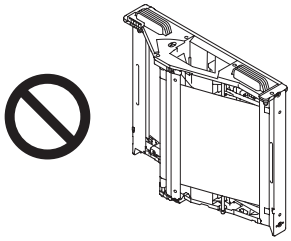




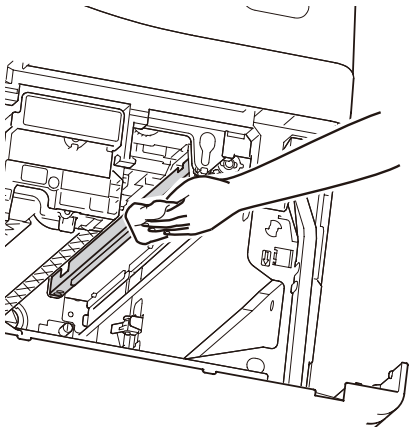
! Note

- Removing the belt unit will expose all image drums to light. For preventing the optical deterioration of image drums, do not leave them as it is for more than 5 minutes after removing the belt unit. When leaving for more than 5 minutes, close the front cover, or remove all image drums and store them in a safe place where they are not directly exposed to sunlight or fluorescent light.
- Ensure that waste toner does not spill when removing the belt unit.
- Never place the belt units that have you removed in a vertical direction.





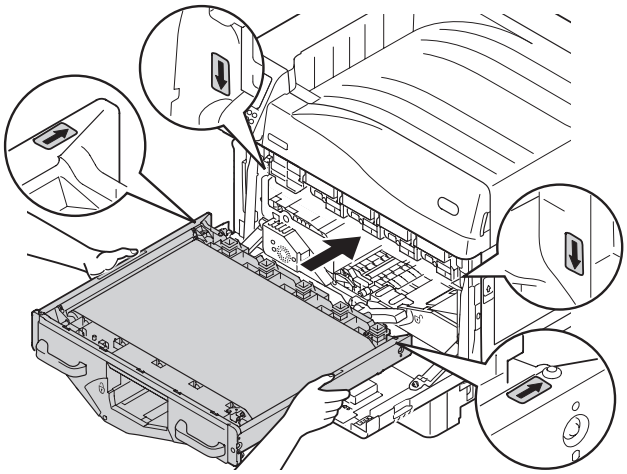
9 Gently wipe the surface of LED head with a soft tissue paper.

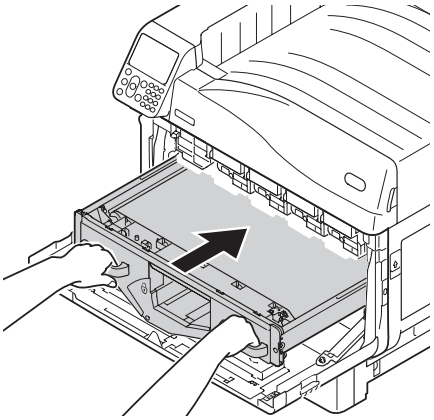


! Note

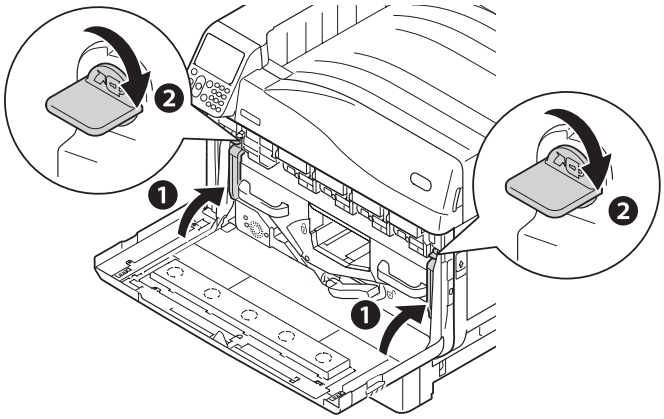
- Agents such as methyl alcohol and thinner will damage the LED head, so please do not use them.

10 Set the belt unit to the printer, and push it in firmly.

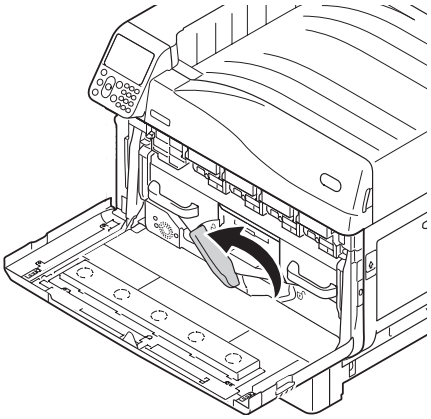




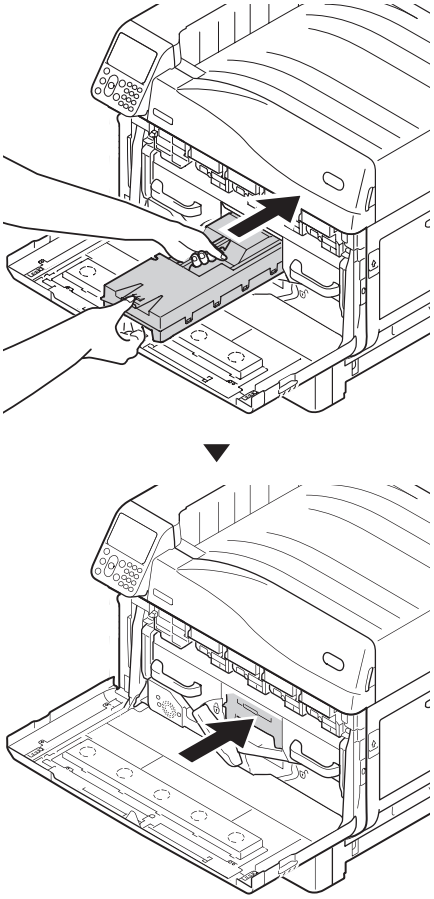
11 Raise the belt unit left/right lock lever, rotate the lock lever knob (blue) to the right and lock it.



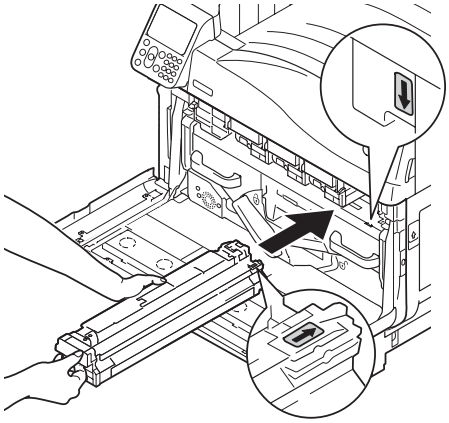
12 Return the center lever (blue) to the left.



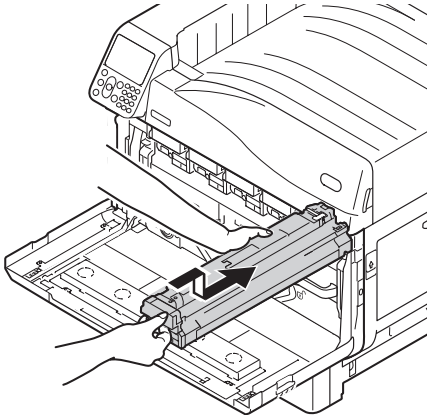
13 Set the waste toner box on the printer.



14 Align the image drum and arrow label (red) of printer, slowly insert in the slot taking care that your hand does not touch the photoreceptor (green) below, and firmly push it inside.

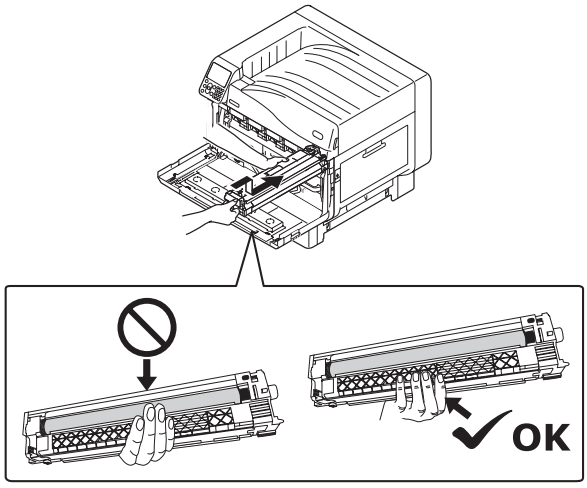


▼



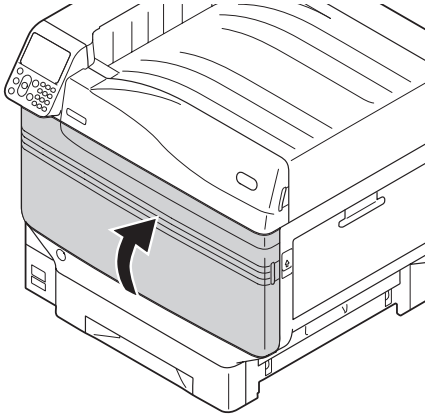
Note

- Ensure not to touch or damage the drum



15 Similarly, install all image drums.

16 Close the front cover.



Cleaning feed rollers

When paper jam occurs frequently, clean the paper feed rollers.

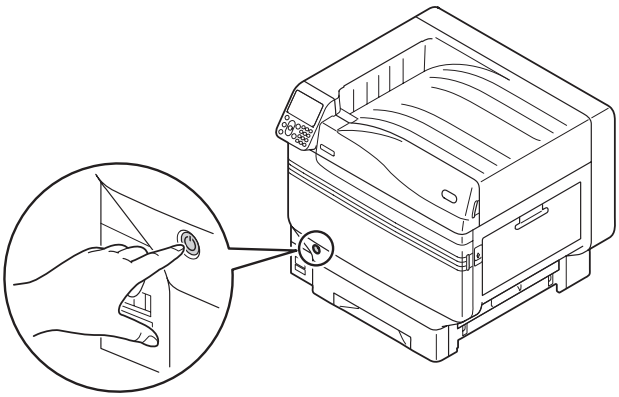
Items to be prepared: Soft cotton cloth dipped in water

Cleaning paper feed rollers of Tray 1 to Tray 5

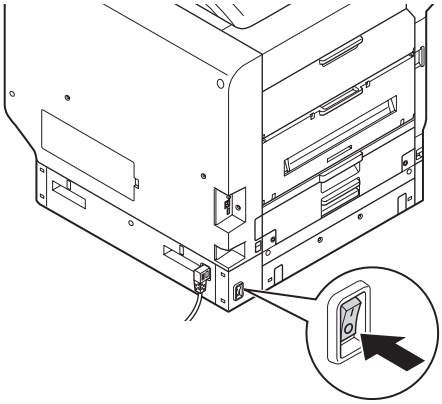
Example) When cleaning the paper feed roller of Tray 1

1 Remove wrist watch, bracelet, etc.

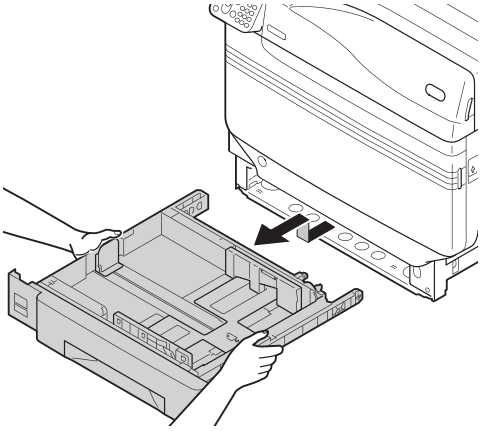
2 Press and hold the power switch for approximately 1s to switch off the power supply.



3 Check that the operation panel is completely turned off, and then switch off the main power supply.



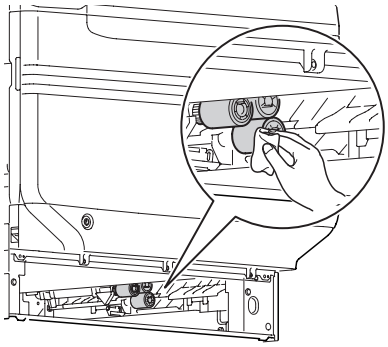
4 Pull out Tray 1.



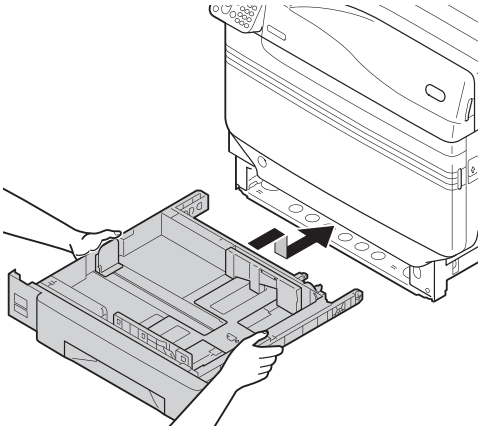
5 Wipe off the dirt on paper feed rollers (3 places) with the moist soft cloth.

Memo

- When it is difficult to wipe, open the side cover and clean from the side cover side.



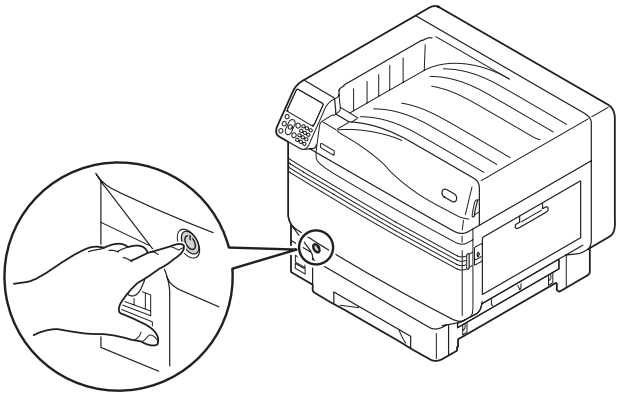
6 Install Tray 1.



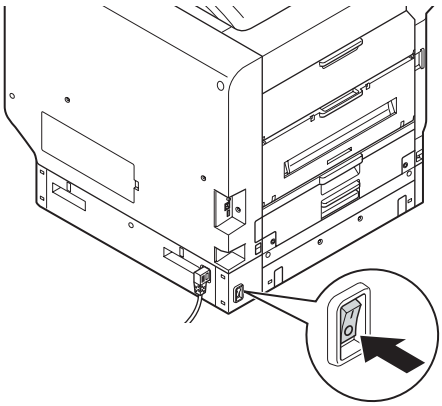
7 Switch on the main power supply, press the power supply switch and start the printer.

Cleaning the paper feed rollers of Multi-Purpose Tray

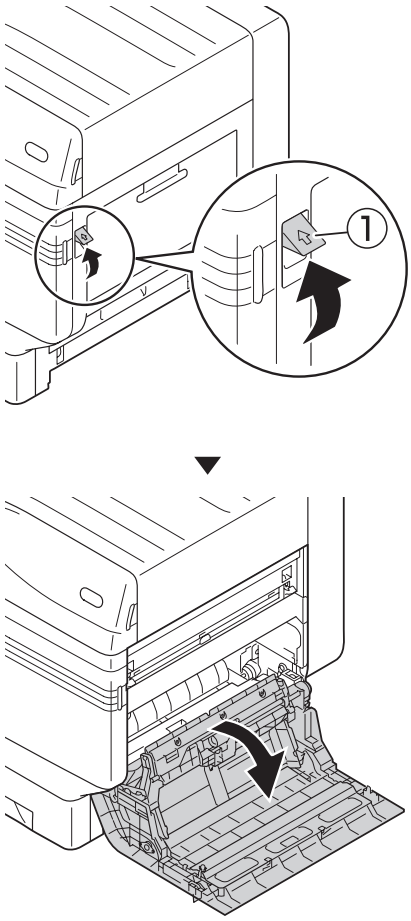
1 Press and hold the power switch for approximately 1s to switch off the power supply.



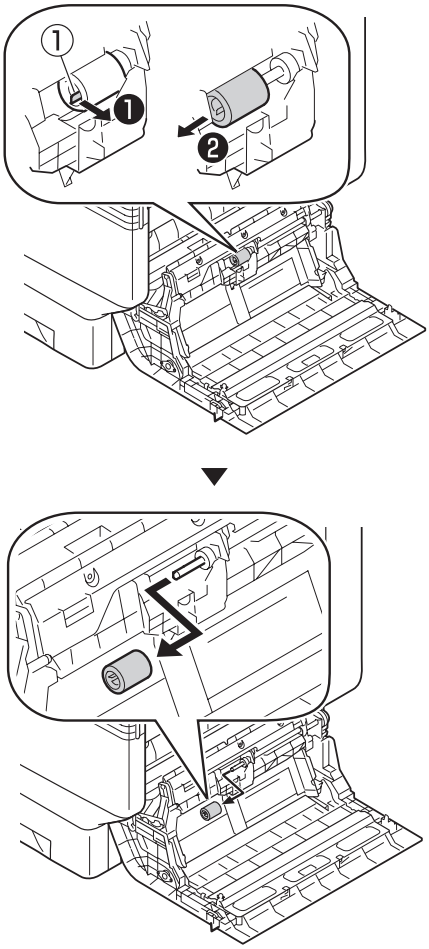
2 Check that the operation panel is completely turned off, and then switch off the main power supply.



3 Lift the opener (①), and open the right side cover.

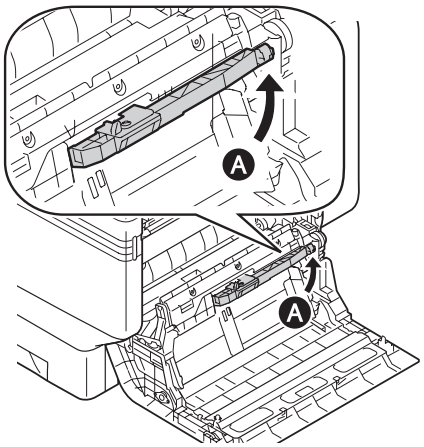


4 While expanding the claws of feed rollers (①) in outside direction, remove them from the axial.

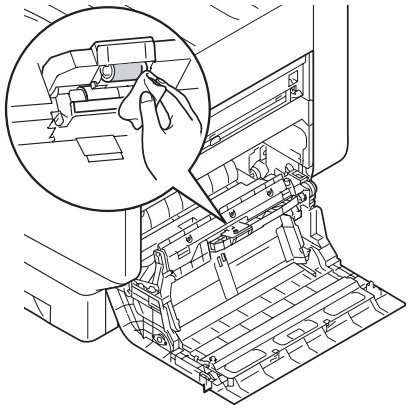


5 Wipe off the dirt on paper feed rollers with the moist soft cloth.①

6 Lift Section A.

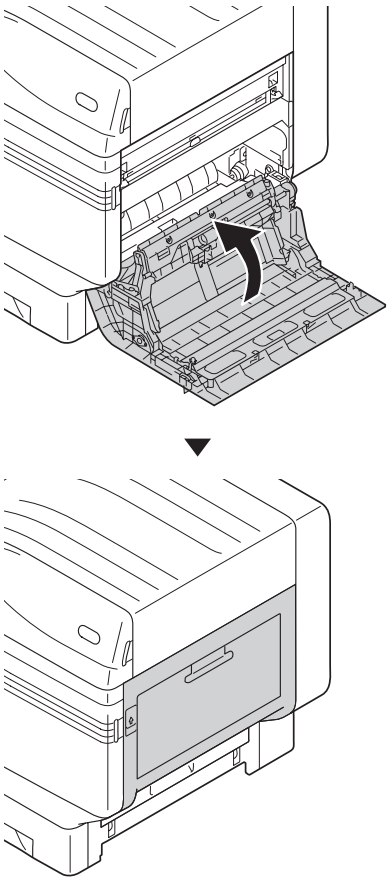


7 Wipe off the dirt on paper feed rollers (2 places) and on separator with the moist soft cloth.



8 Insert the feed rollers (①) in the axial, and firmly insert up to inside while rotating them.

9 Close the right side cover.



10 Switch on the main power supply, press the power supply switch and start the printer.

Transporting and moving the device

This section describes about transporting or moving the device.

When moving the device

⚠ CAUTION	There is a risk of injury.	⚠
The printer weighs approx. 97kg* for C911/C931/ES9411dn/ES9431dn models, and approx. 117 Kg* for C941/ES9541dn model. Therefore, make sure to use at least 4 people when lifting.		

*: Includes consumables such as the image drum and toner cartridge, etc.

1. Press and hold the power switch for approx. 1s. Check that the operation panel is completely switched off after that, and switch off the main power supply by pulling the main power supply switch to the OFF (O) side.
2. Remove all cables.
   - Power supply cable and earthing cord
   - LAN cable/USB cable
3. Remove paper from the tray.
4. Life the device with 4 people, and move it to the destination.

Transporting the device

⚠ CAUTION	There is a risk of injury.	⚠
The printer weighs approx. 97kg* for C911/C931/ES9411dn/ES9431dn models, and approx. 117 Kg* for C941/ES9541dn model. Therefore, make sure to use at least 4 people when lifting.		

*: Includes consumables such as the image drum and toner cartridge, etc.

! Note

- Because image drums (green parts) can easily get damaged, handle with adequate care.
- Do not expose the image drum to direct sunlight or strong light (About 1,500 lux or more). Do not keep it for more than 5 minutes even under room lighting.

1. Press and hold the power switch for approx. 1s. Check that the operation panel is completely switched off after that, and switch off the main power supply by pulling the main power supply switch to the OFF (O) side.
2. Remove all cables.
   - Power supply cable and earthing cord
   - LAN cable/USB cable
3. Remove paper from the tray.
4. Remove all toner cartridges.
5. Lift the device with 4 people, place it in the packing box, and fix the printer.
6. Transport it.

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